Northamptonshire
Care Services Directory 2020/21

The essential guide to choosing and paying for care and support

In association with

www.carechoices.co.uk
The Beeches
Residential Care Home for the Elderly

The Beeches is a family run, 24-bed Care Home, where excellence of care is the standard. Our care manager has several years’ care experience and leads a team of highly trained, professional, dedicated and caring staff.

Providing care for the elderly and those with dementia, the home is set in half an acre of pretty, secluded and secure gardens where our residents have the space for quiet reflection while being close to local amenities.

The house has two sitting rooms, a conservatory and a separate dining room. Offering in-house cooks producing a varied range of freshly made meals, with special diets catered for.

Our Services Include:
• Permanent, Long Stay, Respite and Day Care
• Wide range of activities and functions provided by our full-time activities co-ordinator
• Hair-dressing, chiropody and motivation therapy
• Freshly made meals
• Second floor accessed by lift with wheelchair access throughout
• All rooms have wireless nurse-call points and are decorated to a high standard
• Large secluded gardens giving a safe and quiet area to relax
• Close to local shops and public transport
• Registered with the CQC and Northamptonshire County Council

We welcome visits at any time to come and meet the staff and residents and to have a tour of the grounds and facilities

Tel: 01933 318498 • www.thebeechescare.co.uk
12 Higham Road, Rushden, Northamptonshire NN10 6DZ
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**To obtain extra copies of this Directory, free of charge, call the Customer Service Centre on 0300 126 1000.**

**Alternative formats**

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). The e-book is also Recite Me compatible for those requiring information in the spoken word.
Areas covered by this Directory

Home care providers

Care home listings

- **Corby**
  - Care homes
  - Care homes with nursing

- **Daventry**
  - Care homes
  - Care homes with nursing

- **East Northamptonshire**
  - Care homes
  - Care homes with nursing

- **Kettering**
  - Care homes
  - Care homes with nursing

- **Northampton**
  - Care homes
  - Care homes with nursing

- **South Northamptonshire**
  - Care homes
  - Care homes with nursing

- **Wellingborough**
  - Care homes
  - Care homes with nursing

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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
Welcome

The Care Services Directory has been designed to provide information on the care and support services available in Northamptonshire.

It is hoped that the Directory will assist you in making the right choices and provide useful information and advice when making decisions about the right adult care services to meet your needs.

The Directory has also been designed in a way which is hopefully easy to understand, but should you need further information it can be viewed both electronically, using compatible software, and listened to through Recite Me by visiting the Care Choices website www.carechoices.co.uk

For more information about the range of services delivered by Northamptonshire Adult Social Services, you can visit our website at www.northamptonshire.gov.uk/adultsocialcare

Councillor Ian Morris
Cabinet member for Adult Social Care
Northamptonshire County Council

How can I get support from Adult Social Care?

If you feel you need support, you should have an assessment of your needs to establish what you might need help with and if you have eligible support needs.

Your first step should be to visit www.northamptonshire.gov.uk/adultsocialcare where you will find information to help you understand how adult social care works and how to request an assessment. Alternatively, you can contact the Customer Service Centre.

One Angel Square, 4 Angel Street,
Northampton NN1 1ED
Monday to Friday, 8.00am to 6.00pm
Tel: 0300 126 1000
Email: adultcarenc@northamptonshire.gov.uk

If you are in hospital, you should ask a nurse on your ward to refer you to the Hospital Assessment Team based in the hospital.

Your assessment is about you and you can be supported to complete it. It involves you answering some questions about your life, what you can do and what you feel you need help with so you can live as independently as possible. With your agreement, we may also talk to other people who know you, or support you, including your doctor or nurse if you have one.

How do I request an assessment?
You can request an assessment via our website. We may need to visit you to perform your assessment. If this is the case, the Customer Service Centre will pass your information to the social care team based in your local area. An assessment worker will then visit you at home to carry out an assessment.

Please see page 46 for details of financial assessments, which may also be required.

How quickly will you do my assessment?
This will depend on how urgent your needs are and to what extent your difficulties are affecting your independence. We will endeavour to complete your assessment within 28 days but, if your situation is urgent, we will complete your assessment as soon as possible.

Am I guaranteed to receive support directly from the council?
Visit www.carechoices.co.uk for further assistance with your search for care
Your assessment will give us the information we need to decide whether you are entitled to support from Adult Social Care. Not everyone who has needs will be entitled to support from us, but we will always supply you with information and advice to help you. We may direct you to other professionals, for example your GP, an occupational therapist for equipment or the Housing department if they could be better placed to meet your needs.

How do you decide if I am entitled to support?
To decide whether you’re eligible for care and support, we use the national eligibility criteria as set out in the Care Act 2014. During your assessment, we will look at the difficulties you are facing and how much this affects your independence and wellbeing. If your assessment shows that you have eligible needs, i.e. your independence or wellbeing is being significantly affected, we may be able to help you.

What happens after my assessment if I am eligible for support?
If your assessment shows that you have unmet eligible needs, you are likely to be entitled to support from us. We will discuss with you what options and services are available to help you and you will receive help to plan the best way to manage your support. You will also receive a financial assessment to identify whether you will have to contribute towards the cost of your care.

Will I have to pay for the help I get?
Your assessment and all of our advice is free, but it is likely that you will need to pay towards the cost of any support services you receive.

During your assessment, we will discuss this with you and will ask you to complete a telephone financial assessment to determine how much you should contribute towards any services you receive. Further information about contributions and charges can be found on page 46.

What happens if I am not eligible for support from the council?
If your assessment has shown that your needs are not eligible for support from the council, we will provide you with information and advice to enable you to arrange assistance for yourself. We provide funding to many voluntary sector organisations that can support you with advice, information and services designed to help you stay independent in your own home. There may be a charge for these services. See the list of organisations beginning on page 64.

Personalised care and support

Personal Budgets
A Personal Budget is an allocation of money from the council that you can use to meet your eligible needs. It gives you choice and control to ensure that the support and services you receive meet your individual needs.

Who is eligible?
Personal Budgets are available for anyone over the age of 18 who is assessed as being eligible for Adult Social Care support.

How much do I get?
The amount you receive as a Personal Budget will depend on the outcome of your needs assessment.

How can I receive my Personal Budget?
If you are eligible for a Personal Budget, you have a choice of how you would like to receive it. The choices include:
- the money going straight to a bank account, building society, Post Office or National Savings account in the form of a Direct Payment (a cash payment);
- the money going to someone who agrees to administer it on your behalf;
- having an Individual Service Fund, where a service provider administers the Personal Budget on your behalf. These options are paid net of your financially assessed contribution; or
- the council managing your Personal Budget and purchasing services on your behalf in
consultation with you and invoicing you for your financially assessed contribution.

**What can I use a Personal Budget for?**
You can use your Personal Budget on things which help you meet your eligible needs; this will be agreed with us in a support plan. The limitations of using a Personal Budget are that it must be safe, legal, healthy and not used for any form of gambling.

Please visit [www.northamptonshire.gov.uk/adultsocialcare](http://www.northamptonshire.gov.uk/adultsocialcare) for further information.

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**CASE STUDY**

Joan is in her early 80s, lives in a village in the south of the county and has developed dementia, so needs some help to keep her daily routines going. She used to have a care agency and go to a local day centre but found that she was more confused by the different people coming into her home. Joan didn’t get on so well at the day centre either, because she would forget who people were and why she was going.

Joan’s family don’t live locally but they worked together with Joan and spoke to people around her, such as friends and neighbours. They found out that there were two neighbours who wanted to do a little bit of work but also had young families that made it difficult to get work that fitted around school times.

Joan is now helped by those neighbours with her daily routines. Joan pays for their support out of her Personal Budget. Joan knows them as her neighbours in the street, this means she doesn’t get so confused when they come to see her. They also pop in and check on her in their own time and Joan enjoys it when they bring their children along to say hello.

Joan also had a retired friend who was happy to take her into town to do a bit of shopping and go to a coffee shop or sometimes go to watch a film at the cinema, which she had always enjoyed in her younger years. Joan’s friend doesn’t get paid for this, but Joan pays for petrol costs and will buy her friend some flowers every now and again to say thank you for her help.

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**Personal Health Budgets**

A Personal Health Budget is an amount of money to support a person’s identified health and wellbeing needs, planned and agreed between the person and their local clinical commissioning group (CCG), if certain eligibility criteria are met.

Personal Health Budgets are designed to give you as much control over your healthcare as you wish. They are intended to be used in a range of ways to meet your identified health needs.

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Moving on from hospital – planning your discharge

Most people will return home from hospital without support. However, it is recognised that some people may require some short-term additional support. Should the ward consider you to require additional support on returning home following discharge, you will be referred through the Discharge to Recover process. This could mean you return home with a period of reablement in your own home (see the information below about the START Team) and you will also receive an assessment of your possible ongoing care needs.

For the more complex discharges, you may be referred to Adult Social Services for a comprehensive assessment of your possible ongoing care needs.

Short Term Assessment and Reablement Team (START)
START offers support to help you regain confidence and skills to live independently. This support is provided for a very short time, anything from a few days up to a maximum of six weeks.

You may already be at home, or about to return home from a specialist care centre or a hospital, are ill, or have had some kind of accident or change in your life. Some people will only need a little support, others a great deal. The team will support you to either get back on your feet or identify how much support you may need in the future.

This service is not chargeable for up to six weeks as long as you are making progress. However, if after a period of reablement, START thinks that you are going to need homecare in the long-term, the service then becomes chargeable.

START Teams are based in the north and south of the county. For further information on each of the START Teams, call the Customer Service Centre on 0300 126 1000.

Reablement
Reablement is a method of short-term support designed to help you become as independent as possible. Perhaps you need support with personal care or to prepare a meal. The reablement service will work with you to make it as easy as possible to manage these tasks on your own.

In traditional home care, someone would visit and do these tasks. With reablement, the support staff will work with you so that you can learn or re-learn important tasks needed for everyday life.

Many people who participate in a reablement programme find that afterwards they can cope very well on their own, without the need for ongoing social care support.

Reablement can be provided in your own home from the Short Term Assessment and Reablement Team (START) or the Health Intermediate Care Team (HICT) or on a short-term residential basis at one of the specialist care centres available in the county. Contact the Customer Service Centre for more information.

Intermediate care
Intermediate care aims to give recovery and rehabilitation support to enable you to regain your independence when you come out of hospital or, just as importantly, prevent you going unnecessarily into hospital. Intermediate care may be provided by care staff, occupational therapists and physiotherapists, with additional support provided by the local GP surgery, social workers and community nurses. It is usually provided for up to six weeks. In Northamptonshire, this service is provided
Support at home

Care and repair agencies

Care and repair services are offered by Home Improvement Agencies (HIAs). They offer a wide range of practical support and advice about improving your home. For example, HIAs know who can help with major adaptations covered by a Disabled Facilities Grant.

Most HIA services are for older and/or disabled people living in private sector housing (owner-occupiers and tenants of private landlords).

Care and Repair (Northamptonshire)

Helps vulnerable householders and their carers across Northamptonshire to remain independent at home by carrying out support measures to keep them warm, safe and secure. It supports people of all ages in all tenures of property.

The service includes information and advice, home assessments and a comprehensive range of practical support services:

- **Handyman service**: Odd jobs, lighting and light bulbs, Key Safes, curtain tracks and blinds, shelving and installation of white goods.
- **Plumbing, electrics and carpentry**: Repairs and improvements.
- **Home security improvements**: Doors, windows and lighting.
- **Falls prevention works**: Including minor adaptations, such as grab rails, stair rails and half steps.
- **Disability adaptations**: Including low level access showers, wet rooms, modular ramping and handrail systems.
- **Home warmth improvements**: Draught exclusion measures, radiator foils, repairs to doors and windows, chimney balloons and heating improvements.
- **Home safety**: Gas Safety checks, carbon monoxide detectors and smoke alarms.
- **Child safety**: Including bespoke works for specialist needs.
- **Bathrooms and kitchens**.
- **Fencing and gating**.
- **Larger building works**.

Hardship funding and charitably funded projects may be available, subject to availability and client eligibility. Free, no obligation quotations are provided for all charged-for works.

For all enquiries
Tel: 01604 782250
Email: office@careandrepairnorthamptonshire.org.uk

Major adaptations

If you require a major adaptation such as a stair lift, through-floor lift, walk-in shower, or wheelchair accessible extension, you will need to have an assessment, see adjacent for contact details.

You will also be required to complete a means-test and, once this is completed, you may be referred for an occupational therapy assessment.

If you require a new or replacement stair lift, you need to contact your local district or borough council.

Borough Council of Wellingborough
Swanspool House,
Doddington Road NN8 1BP
Tel: 01933 229777

Visit www.carechoices.co.uk for further assistance with your search for care
Equipment and adaptations

There are lots of examples of equipment that you could use around your home to help you with day-to-day tasks. If you are not sure which items might help you, AskSARA is an online self-help guide that could be useful. Visit [https://asksara.dlf.org.uk](https://asksara.dlf.org.uk)

**Community occupational therapy**

If you need adaptations or equipment to help you manage at home, you will need to contact the Occupational Therapy Team.

The team will carry out an assessment to get a clearer picture of the difficulties that you are having (e.g. bathing, climbing stairs, or transferring from a chair to a bed) and advise you about whether you are eligible for help from them. If you are, they may provide items of equipment that could help you.

If you are not eligible, you will be given information about other services that may be available.

Referrals to the team can be made through the Northamptonshire County Council website. Visit [www.northamptonshire.gov.uk/cot](http://www.northamptonshire.gov.uk/cot) where there is an easy-to-use online form that will go directly to the Customer Service Centre before being sent to Therapy Services. Alternatively, you can contact the Customer Service Centre on 0300 126 1000.

**How do I get my equipment?**

If your occupational therapy assessment shows that you are eligible for equipment, the Equipment Service will make an appointment with you to deliver and fit it. If you wish to return or repair a piece of equipment that belongs to Millbrook Healthcare, which provides equipment on behalf of the council, please call 0845 894 0650.

**Assistive Technology Team**

The Assistive Technology Team enables you to improve your independence and safety at home by providing access to a wide range of sensory equipment and assistive technology.

The Assistive Technology Team works closely with you to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

The Assistive Technology Team can provide:

- Memory prompts and reminders.
- Hard of hearing equipment.
- GPS and activity monitoring equipment.
- Epilepsy monitoring, in the community and at home.
- Falls detection.
- A 24-hour response service so you can contact someone in an emergency.
- Free assessments.

Equipment can be provided free of charge if you meet the eligibility criteria. For more information about eligibility, see page 6.

For more information, please contact the Customer Service Centre on 0300 126 1000, email customerservices@northamptonshire.gov.uk or go to [www.northamptonshire.gov.uk/councilservices/adult-social-care/living-at-home/Pages/assistive-technology.aspx](http://www.northamptonshire.gov.uk/councilservices/adult-social-care/living-at-home/Pages/assistive-technology.aspx)
Call Care – Your local provider of Lifeline Alarms.

Our Northampton based team of installers and Call Operators have been supporting independence in Northamptonshire for 30 years.

Peace of mind for older people, people with disabilities and people living with dementia, for them and their family. Supporting you to live independently in your own home.

Customer’s feedback:

“Thank you to the staff for the wonderful service you provide. It is much appreciated and glad to know you are on hand when I need you.”

For more information from an experienced Officer please contact our Northampton based Control Room on: 01604 230227 or Callcare@northampton.gov.uk
ABOUT US
We provide a one-stop shop for all your assistive technology needs. Through our deep wealth of knowledge, experience and expertise, you can take back control of your life.

OUR SAME DAY PROMISE
• On all urgent hospital discharge referrals
• On all urgent keysafe requests
• On all urgent personal emergency lifeline alarm buttons
• On all urgent referrals received
• On our free expert advice

OUR EVERYDAY PROMISE
We will work every day round the clock to meet all your urgent needs 24/7. Weekend appointments offered

OUR RECENT FEEDBACK
“Exactly as promised, prompt, excellent service”
(Helen, 2020)

“Trustworthy, great communication, prompt, effective”
(Julie, 2020)

“Satisfied, prompt, reliable”
(Lisa, 2020)
Assistive technology checklist

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit https://asksara.dlf.org.uk

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

Reliability

Will it need to be installed by a professional?

Can the retailer provide you with training in using the equipment?

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you might drop it, is it likely to break?

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don’t understand?

Is it portable?

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Notes

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Visit www.carechoices.co.uk for further assistance with your search for care
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

Finding it difficult to get in and out of chairs? Try putting a block of foam in the chair base or buy chair raisers, a higher chair or an electric riser chair. Ensure your feet are flat on the floor when you’re sat down, otherwise the chair is too high.

If you can’t reach your windows, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to keep warm/cool? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble using light switches, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there’s technology available so that you can turn your lights on and off using speech.

Use subtitles if you can’t hear the TV or buy wireless headphones. Do you need hearing equipment? Request an assessment from your council.

Do you forget to take your medicine? Try making a note of when you’ve taken it or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you reach everything in your cupboards? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having problems with preparing food, consider a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. A food processor might be a solution and meal delivery services are also available.

Is eating and drinking becoming difficult? Large handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider repositioning your taps or buying a new tap that is easier for you to use.
Do you **struggle to get in and out of bed**? You could purchase a leg lifter or install grab rails. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the correct height to ensure both feet are flat on the floor when you sit at the bedside.

If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handed shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 18.

Clocks are available with large numbers or lights if you **can’t read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

If it’s **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool.

You could buy a raised toilet seat if it’s **hard to use your toilet**. If you decide to purchase a raised seat, make sure that both of your feet are flat on the floor when you’re sat down.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider grab rails, a half step to help you get in and out of the bath or a bath or shower seat to make washing easier. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council. They might refer you to an occupational therapist (OT) or you could contact an OT privately.

**Northamptonshire County Council**
Tel: 0300 126 1000 • Email: customerservices@northamptonshire.gov.uk
Web: www.northamptonshire.gov.uk/adultsocialcare

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
A local charity supporting independence for nearly 40 years!

Care in Your Home:
- Washing & dressing
- Preparing meals
- Medication
- Shopping & Cleaning
- Sitting & respite
- Home from hospital

Wellbeing Activities:
- Day & Activity Centre
- Getting to appointments
- Day trips
- Exercise groups
- Craft groups
- Hearing aid servicing

www.serve.org.uk
01933 315 555
care@serve.org.uk
Are you looking after someone?

You may not see yourself as a ‘carer’ – you may see yourself as a spouse, son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without you, then you are a carer. There is help available to support you to carry on with your caring role.

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law (Care Act 2014) says you have the right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs. This assessment is called a ‘carers’ assessment’.

A carers’ assessment gives you the chance to discuss your caring role and how it affects your life with a Carers Assessment and Support Worker. It is informal and is not a test to see if you are able to care; it is a way of finding out what your needs are as a carer and of finding ways to support you. The discussions are confidential, and you will not be committed to anything that you are not happy with. Discussions may include:

- any concerns you may have about the person you care for;
- how caring affects your own health and wellbeing;
- what help and support is available;
- how to get a break from your caring role and have time to yourself;
- what would happen in an emergency;
- help with balancing caring with employment and support to return to either paid or voluntary work;
- how to get help with benefits and legal matters;
- future and advanced planning;
- training and leisure needs;
- the possibility of a Direct Payment as a carer (subject to eligibility);
- access to Sitting Services; and
- any other questions, issues or concerns you have.

Carers’ assessments can be requested through Northamptonshire Carers.
123 Midland Road, Wellingborough NN8 1LU

Voluntary organisations that provide carers’ services in partnership with Northamptonshire Carers include:

**Nene Valley Community Action** – provides social activities and opportunities, and training for carers across Northamptonshire.

**Carers Trust East Midlands** – provides an emergency and planned breaks service. The aim of this service is to provide emergency breaks and rapid response support to carers at short notice, to deal with emergency situations or to prevent a crisis from occurring. The service also provides support for one-off appointments and events to offer the carer more support and flexibility to deal with life’s unexpected events. The services operate 24 hours a day, seven days a week.

**Alzheimer’s Society** – believes passionately that life doesn’t end when dementia begins. It is there for anyone affected by dementia and aims to keep people with dementia connected to their lives and the people who matter most. Alzheimer’s Society has a host of factsheets, a helpline and an online forum where people can talk to others in a similar situation. These resources can also be useful for carers.

Services for people living with dementia and their carers include Memory Matters Groups, Singing for the Brain, Side by Side and a Northampton Day Centre. See page 54 for further details.

Northamptonshire Carers can also signpost you to several other organisations that may be able to support you in different ways to those listed above.

**Resource for those supporting disabled children**

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25
years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit www.myfamilyourneeds.co.uk or email hello@myfamilyourneeds.co.uk

Care in your own home

Home care services aim to help those struggling to cope in their own homes with daily activities such as getting in and out of bed, washing, dressing or going to the toilet. They can also help with daily living or domestic tasks like laundry, shopping and some meal preparation. Care in your own home is often referred to as either ‘domiciliary’ or ‘home care’. The majority of home care that is funded by the council is contracted out to private companies, rather than being a local authority home care service.

The amount of support you receive will depend on your assessed eligible needs. The care workers delivering your support must be specially trained in areas such as manual handling (lifting and moving people) first aid and food hygiene, and background checks must have been carried out with the Disclosure and Barring Service.

Care in your home is dependent upon your specific needs.

**Low-level home care**
This may be to assist you with household chores such as shopping, cleaning and assistance with food preparation. It may also involve a care worker accompanying you on trips out and even holidays.

**Medium-level home care**
In addition to low-level care this will normally involve personal care (assistance with washing, dressing etc.) and/or a care worker to assist with mobility.

**High-level home care**
This involves visits by two or more care workers who assist people with high dependency needs, such as being transferred from a bed to a chair etc. Care workers may also require specific training to understand any health needs.

**Live-in care**
Live-in care involves a care worker living in your home. They must be allowed time off each day and must have a night’s sleep. Live-in care can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.

**24-hour care**
This is required when a person needs assistance or monitoring through the day and night; it differs from live-in care as care workers work on a roster to ensure that a care worker is on duty and awake both day and night.

Some care agencies are also registered as nursing agencies which means they can provide registered nurses if required.

All service providers delivering personal care must be registered and inspected by the Care Quality Commission (CQC). You can check a service’s latest CQC report at www.cqc.org.uk or call the CQC on 03000 616161. For more information on the CQC, see page 59.

Listings of home care providers start on page 23.

Paying for home care

If you are eligible, home care can be funded in part or whole by the local authority, depending on the result of your needs and financial assessments. Alternatively, you could make private arrangements directly with home care providers.

If you receive Attendance Allowance or Personal Independence Payments, you may choose to use this towards your home care support.

Although the local authority is committed to supporting people to remain living at home wherever possible, it will seek to meet the assessed needs of people who are eligible for funding support in the most cost-effective manner.

For more information on paying for care, see page 46.
At Clean and Polished we are very proud of our reliable, trustworthy house keepers. They are all fully DBS checked and receive comprehensive training. This enables you to have full peace of mind that you are receiving the highest quality of service.

A goal of excellence is at the forefront of our company objectives and we aim to go above and beyond to ensure that all of your domestic needs are met. We introduce our friendly staff to their clients prior to commencement of their duties. This ensures that our clients are fully aware and comfortable with who will be attending their property.

From 1 hour a week to full end of tenancy cleaning we are able to facilitate all of your cleaning needs. Other services available:

- Ironing
- Shoe Cleaning
- Laundry (On site or takeaway)
- Oven Cleaning
- One off cleans
- House clearance

For a free no obligation consultation please contact us on 01604 624242.

---

Luxury Respite Care in our own family environment

All services are tailored to the wants, needs and preferences of each person who comes to stay with us. Therefore, each person is able to have their own unique experience.

Whether you need a well-earned break as a carer, convalescence following a hospital visit or simply would like a holiday, we have the package to suit you.

Haecceity Home Care aims to be different from any type of respite service currently available by offering a home from home, family experience enabling clients to have their own privacy, freedom and emotional well-being while enjoying the benefits of being a part of family life.

There are many types of care needs from someone simply needing companionship to others who have more complex needs such as dementia or nursing care. Knowing that the fully trained family and staff are available 24 hours a day provides peace of mind for all parties.

We aim to provide the highest quality respite care, maintaining client independence and welcoming them as a part of our family environment.
At Harlestone and Holmby Home Care (H&HHC) our key purpose is to deliver reassuring, compassionate and supportive care and companionship. H&HHC enables the people that we work with to maintain their individuality and independence in their own home. Each branch of our company remains intentionally small to maintain that family feel for both clients and staff throughout each company.

All services are tailored to suit the wants and needs of each person that we work with, providing an individual package bespoke to their needs. We are able to provide home care to anyone over the age of 18 though most of our clients are over 65 years of age.

We specialise in dementia and end of life care. Our staff are hand picked and receive thorough and in-depth training in order to provide the highest quality service. No matter how small or complex your needs, we have a service that suits you.

Our services include:

- Personal Care
- Dementia Care
- Friendship
- Home Help
- Medication Assistance
- End of life care
Home care agency checklist

Agency 1..................................................................................................................................................
Agency 2..................................................................................................................................................
Agency 3..................................................................................................................................................

Fees per week | Quality rating*
---|---
£ | 
£ | 
£ | 

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency
How long has the agency been operating? ☐ ☐ ☐
How long are staff allocated per visit? ☐ ☐ ☐
Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
Does the agency have experience with your specific needs? ☐ ☐ ☐

Accommodating your needs
Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
Does the agency have a training scheme in place? ☐ ☐ ☐
Are all staff trained to a certain level? ☐ ☐ ☐
Are staff able to help with administering medication if required? ☐ ☐ ☐
Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Staff
Are you likely to be visited by different staff each day? ☐ ☐ ☐
Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
Can you meet your care worker(s) before they start? ☐ ☐ ☐
Does the agency have both male and female staff? ☐ ☐ ☐

Regulation
Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
Can you see the agency’s contract terms? ☐ ☐ ☐
Can you lodge a complaint easily? ☐ ☐ ☐
Are complaints dealt with quickly? ☐ ☐ ☐
Can you see a copy of the agency’s CQC registration certificate and quality rating? ☐ ☐ ☐

Notes
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*See page 59.

Visit www.carechoices.co.uk for further assistance with your search for care
Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Northamptonshire.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

✔ Personal care  ✔ Getting out and about
✔ Housekeeping  ✔ Short-term care

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

Putting the Quality back into Healthcare…

Are you looking for reliable, compassionate and motivated care staff?

What can we offer?

• ‘Nurse led’ organisation, dedicated to providing staffing solutions to healthcare environments
• Experienced and skilled healthcare staff
• Competitive hourly rates
• Providing the right staff for your organisation

To discuss your staffing needs call 01604 600333 / 07720 315582

Email: jacquelinehenry@dutyofcare24-7.co.uk

Duty of Care 24-7 Ltd
The Nova Centre, 1 Purser Road
Abington, Northampton NN1 4PG

Registered with CQC

Are you not yet ready for a care home?

Agincare
Live-in Care

Fully managed high quality affordable live-in care from £795 per week

Contact us today 0808 163 5101 | agincare.com

Are you looking for reliable, compassionate and motivated care staff?

What can we offer?

• ‘Nurse led’ organisation, dedicated to providing staffing solutions to healthcare environments
• Experienced and skilled healthcare staff
• Competitive hourly rates
• Providing the right staff for your organisation

Putting the Quality back into Healthcare…

To discuss your staffing needs call 01604 556000.
Or contact Mark McGrath on 07506 019554 or markmcgrath@dutyofcare24-7.co.uk

We provide domiciliary care services for adults with learning disabilities and the elderly. Turn to us, and we will create a care package that suits your specific requirements or that of your loved ones.

Because We Care Northampton LTD
30 Brookfield Road,
Northampton NN2 7LS
T: 07814950339
07398785644
E: becausewecare1@outlook.com
W: becausewecarenorthamptonltd.co.uk

DOBIX HEALTHCARE LTD provides supported accommodation in a safe residential area and homely environment that allows you to live in accommodation which is your own and where you are comfortable.

All our support is tailored to each person’s individual needs using a holistic approach for a well-structured care plan.

We enable our tenants to live as independently as possible within the community.

01536 461 321 • www.dobixhealthcare.co.uk
07341 485 567 • info@dobixhealthcare.co.uk

Outcomes based support
<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care

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**Home care providers**

**4 Futures**  
Rushden  
Tel: 07809 631802

**24/7 Staffing Support Kettering**  
Kettering  
Tel: 01536 527447

**ACAH Ltd**  
Corby  
Tel: 01536 443666

**ACS Care Services Ltd**  
Cosgrove  
Tel: 01908 565566

**Action 2 Care**  
Wellingborough  
Tel: 01933 409487

**Active Support Service Ltd**  
Kettering  
Tel: 01536 510545

**Age UK Northamptonshire**  
Northampton  
Tel: 01604 611200

**Agincare UK Ltd**  
Northampton  
Tel: 0808 163 5101

**Aitop Healthcare Ltd**  
Corby  
Tel: 01536 745546

**All Aspects Care Ltd**  
Daventry  
Tel: 01327 366996

**Alpha Health & Social Care Services**  
Corby  
Tel: 07932 117432

**AnnaCareQS**  
Corby  
Tel: 07897 505669

**Asalina Live In Care Services Ltd**  
Northampton  
Tel: 01604 459567

**Ashvic 24/7 Quality Care Services Limited**  
Northampton  
Tel: 07985 418474

**ASLN**  
Kettering  
Tel: 01536 483614

**Assisted Living Care**  
Northampton  
Tel: 01604 550071

**Authentic Kare Kettering**  
Kettering  
Tel: 01536 527440

**Barclay Specialist Care Ltd**  
Corby  
Tel: 07703 802056

**Balmoral Place**  
Northampton  
Tel: 08706 071400

**Because We Care Northampton**  
Northampton  
Tel: 07398 785644

**Becks Homecare Services Ltd**  
Wellingborough  
Tel: 07747 716997

**Bethany Homestead**  
Northampton  
Tel: 01604 713171

**Better Lives (Northants) Ltd**  
Northampton  
Tel: 01604 591527

**Blisworth Home**  
Northampton  
Tel: 07500 806148

**Blossom24 Healthcare and Training Ltd**  
Northampton  
Tel: 01604 580851

**Bluebird Care (Northampton/Daventry)**  
Daventry  
Tel: 01327 227084
Care visits at home
We care passionately

For many people the questions about care don’t arise until suddenly, there is a need.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live in care, supporting you to remain as independent as possible, living the lifestyle you choose.

Call and talk to one of our friendly team today:
01933 271664
wellingborough@bluebirdcare.co.uk
bluebirdcare.co.uk/wellingborough
We are independently regulated

We specialise in supporting and caring for people with physical and/or mental health needs through a wide range of services which include medication, domestic support and social company designed to suit individual circumstances.

W: www.gotohealthcare.co.uk
E: info@gotohealthcare.co.uk
T: 01536 675914 or 07415 833436
M: 01536 675914

GoTo Healthcare aims to provide care and support for people who require assistance to live independently in their own home. We provide our service in your own home, at times that are convenient to you and in ways you find most agreeable.

We understand that being in control of your own life and care is important to you, which is why we design our services to suit your personal choices at every stage.

We specialise in supporting and caring for people with physical and/or mental health needs through a wide range of services which include medication, domestic support and social company designed to suit individual circumstances.

Enlightenment Care Services is a dedicated and reliable care provider serving the East Midlands.

We have a dedicated team of compassionate and friendly care givers with a warm and personal touch, we endeavour to provide the necessary support that enables our clients to live comfortably and independently within their own homes.

Enlightenment Care Services is a dedicated and reliable care provider serving the East Midlands.

We pride ourselves on leading from the heart of our organisation – working with people, communities, and organisations to achieve a more collaborative and personalised approach to making lives liveable.

We believe homecare is not just about help and support at home, it’s also about promoting independence – enabling individuals to maintain health, well-being and the fulfilling lifestyle they choose. That’s why we work closely alongside service-users, caregivers and families to provide a flexible service that meets the needs of our customers.

We are independently regulated

07940 209200
ukcsdomcare@gmail.com
www.ukcaringservices.co.uk

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Service &amp; User Bands</th>
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<td>Bush &amp; Company Rehabilitation Ltd</td>
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<td>AD People who misuse alcohol or drugs</td>
<td>Care 4 U Services (Lincs) Ltd</td>
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<td>Care Assure Northampton Ltd</td>
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<td>Care Bureau Domiciliary and Nursing Agency</td>
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<td>Care Bureau Ltd, The – Domiciliary Care (Northampton)</td>
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<td>Care With Compassion</td>
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<td></td>
<td>Care4LifeHealthcare Services (Corby)</td>
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<td>Care4People Ltd</td>
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<td>Carebank Healthcare Northampton</td>
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<td>Carers Trust North Bucks &amp; Milton Keynes</td>
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<td>Carewise Ltd</td>
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<td>Cherry Care Services Ltd – Northampton</td>
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<td>Christchurch Court – 4 Christchurch Road</td>
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<td></td>
<td>Concept Care Solutions (Northampton)</td>
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<td></td>
<td>Consensus Community Support Ltd – 55 Headlands</td>
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<td></td>
<td>Consummate Care Ltd</td>
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<td>Corby Business Centre</td>
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<td></td>
<td>Cottage Nursing Home Ltd, The</td>
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<td></td>
<td>Creative Support - Northampton Services</td>
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</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
COMMUNITY NURSING AND CARE SERVICE

At Hartomol, we have many years of experience within both social and health care. We aim to be able to offer a range of nursing and care services within the comfort of your own home at a time to suit you.

With your consent, we can liaise with family members and other medical professionals who may be involved with your healthcare. We find effective communication provides a streamlined service for everyone. You and your family can have peace of mind as we can continue to support you as your needs change.

The registered managers, Lynn and Sally are fully qualified registered general nurses, with a background in district/community nursing. The Hartomol Healthcare team is made up of friendly and local staff, all of which are insured and fully trained with relevant qualifications and experience to suit the various needs of our clients.

We believe that person-centred care planning is the only way to achieve a quality service for each individual client. We aim to represent the wishes and aspirations of the client in a number of ways, this means maintaining and supporting improvement to physical, mental and psychological wellbeing, promoting choice, self-care and independence, and ensuring you are involved at all stages of the care planning process.

Some of our services include:

- Blood tests • Urine tests • Wound care
- Continence needs • Long Term conditions support
- Dementia care • Personal care service
- Respite care • Palliative care • End of life care
- Advice and support and much more

Covering the following areas:

- Kettering • Corby • Rothwell • Desborough • Barton Seagrave • Burton Latimer • Geddington • Brigstock • Loddington • Thorpe Malsor • Warkton • Weekly and more surrounding villages and areas

Please contact us for further information on our services and to see how we can help you!

07885 434 111
hartomolhealthcare@outlook.com
www.hartomolhealthcare.com
Creative Support - Wellingborough Services
Wellingborough
Tel: 01933 677889

Crisis Response Team (CRT)
Northampton
Tel: 0300 777 0002

Cube Disability Service, The
Northampton
Tel: 01604 843777

Cynosure Health Care Ltd
Northampton
Tel: 07565 876510

DarSarno Care Services
Daventry
Tel: 07951 229937

Deep Heart Care Ltd
Northampton
Tel: 01604 670036

Demidav Ltd
Northampton
Tel: 07957 350624

Destiny Health Care Services Ltd
Market Harborough
Tel: 01162 795026

Diamond Hands Care Services
Kettering
Tel: 07508 155970

Direct Health (Kettering)
Kettering
Tel: 01536 417041

DMC Signature Care Ltd
Northampton
Tel: 07879 994106

Drydale Avenue, 5
Northampton
Tel: 07592 944463

Dunamis Social Care
Wellingborough
Tel: 01933 227135

Duty of Care 24-7 Ltd
Northampton
Tel: 01604 556000

Eastdale Healthcare Ltd
Kettering
Tel: 01536 233091

Eastlea Care Plus Ltd
Corby
Tel: 01536 674044

Eastview Healthcare Services Ltd
Kettering
Tel: 01536 217884

Ecton Park Road, 22
Northampton
Tel: 01604 319730

EJC Group
Corby
Tel: 07957 723273

Eleanor Lodge
Northampton
Tel: 01604 366881

Eliona Healthcare Ltd
Market Harborough
Tel: 0800 043 0605

Elite Care
Northampton
Tel: 01604 879345

Elms, The
Northampton
Tel: 01604 947965

Emmaculate Care Services Northampton Office
Northampton
Tel: 07828216323

Enhance Wellbeing Domiciliary Service
Corby
Tel: 01536 219528

Visit www.carechoices.co.uk for further assistance with your search for care
Your home is where you feel the most comfortable and the happiest. With Home Instead Senior Care, caring for an ageing loved one doesn’t have to be a struggle. It’s why we offer everything from individualised help around the house to advanced Alzheimer’s Care - to keep your loved ones safe and sound at the place they know best, “Home”.

Our care
✓ Home help
✓ Companionship
✓ Personal care
✓ Dementia care

Contact us for more information
Northampton: 01604 211190
www.homeinstead.co.uk/northampton

East Northants: 01933 678775
www.homeinstead.co.uk/eastnorthants

Live well, your way with care at home
Enlightenment Care Services Ltd
Corby
Tel: 01536 400460

Entree Care
Northampton
Tel: 07541 136978

Fantastique Care Services Limited
Kettering
Tel: 07740 080702

FARJ Services Ltd
Corby
Tel: 01604 550085

Favour Health Ltd
Kettering
Tel: 01536 601131

Feather-Stone Care
Northampton
Tel: 01604 967678

Flamingo Care Services
Rushden
Tel: 07886 029462

Friendly Support Services Ltd
Northampton
Tel: 01604 720699

Gable Heathcare Services Ltd
Northampton
Tel: 07809 428407

Gemini Exclusive Care
Wellingborough
Tel: 01933 234938

Giant Healthcare Corby
Corby
Tel: 07904 385455

Gogomadu Cares
Burton Latimer
Tel: 07928 667381

GoTo Healthcare
Corby
Tel: 01536 675914

Grangefield Homecare
Northampton
Tel: 01604 810137

Grendon Cross Care
Northampton
Tel: 07856786555

Hallmark Supported Living
Northampton
Tel: 07804 831711

Harlestone Home Care Ltd
Towcester
Tel: 01604 419600

Harmony HomeCare Ltd – 164 Birchfield Road East
Northampton
Tel: 01604 711009

Hartomol Healthcare
Kettering
Tel: 07885 434111

Harvlightcare Services Ltd
Wellingborough
Tel: 01933 654244

Heathcotes Supported Living Office
Wellingborough
Tel: 01246 556453

Helping Hands Homecare Services
Northampton
Tel: 0808 274 2935

Hibiscus Care Services
Corby
Tel: 01536 659064

Hollyhocks, The
Northampton
Tel: 01327 349752

Holmby Home Care
Northampton
Tel: 01604 434050

Home Instead East Northants
Wellingborough
Tel: 01933 678775

Home Instead Senior Care – Milton Keynes
Milton Keynes
Tel: 01908 774333

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
User Bands
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
At S4I Ltd we support anyone from 11 upwards with Learning Disabilities, Mental Health and Acquired Brain Injury with gaining and maintaining skills and independence.

Our workshop is a day service with a difference. We support individuals to gain and learn real skills in a real environment. From Artwork to using a CNC woodwork machine to a recording studio and more...

Get your dancing shoes on with our Mixed Ability Streetdance classes. It doesn’t matter if you have 2 left feet or no rhythm, with shows every year and a welcoming crew to show you the ropes. Come and try and build your rhythm and make friends and be part of something BIG.

WE BUILD OUR SUPPORT AROUND YOUR NEEDS

24HR SUPPORTED LIVING
SUPPORT IN THE COMMUNITY TO ACCESS APPOINTMENTS, GAIN INDEPENDENCE, ACCESS ACTIVITIES AND MORE.....
## Home care providers continued

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<td><strong>Magenta Domiciliary Care Services</strong></td>
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<td><strong>Mahonia Care Ltd</strong></td>
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<td><strong>Marchwood Close (Support 4 Independence Ltd)</strong></td>
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<td><strong>Marie Curie Nursing and Domiciliary Care Service, Eastern Region</strong></td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care

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<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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</table>
Can we help provide care for you?

We provide **reliable**, **experienced** and **highly skilled** care and support workers

- All our care staff have DBS clearance
- Assistance with personal care; bathing, showering and shaving
- We can ensure prompt assistance for medication
- Light domestic tasks can be undertaken
- Support with cooking, shopping and laundry
- We offer competitive rates and tailored care packages

For more details ring Karen on:

**01604 635 090** or **07969 689 935**

1 Notre Dame Mews, Northampton, NN1 2BG  karen@nortonnurses.co.uk

www.nortonnurses.co.uk

Our aim is to ensure the care you receive is professional and responsible

Northamptonshire’s fastest growing Care and Support Agency
### Home care providers

**Mears Care – Old Stratford**  
Milton Keynes  
Tel: 01908 268640  
**OP PD LDA MH YA**

**Mega Resources Nursing & Care – Head Office (Northamptonshire)**  
Kettering  
Tel: 01536 526416  
**OP D PD YA**

**Mentaur Community Support Ltd**  
Northampton  
Tel: 01604 644941  
**OP LDA MH YA**

**Midlands Supported Living**  
Northampton  
Tel: 07016 046000  
**OP D PD LDA MH SI YA**

**Millway**  
Northampton  
Tel: 01604 708361  
**OP D PD LDA MH YA**

**My Homecare Northampton**  
Northampton  
Tel: 01604 953120  
**OP D PD MH YA**

**NAS Community Services**  
Wellingborough  
Tel: 01933 653200  
**LDA**

**Next Steps Ltd**  
Market Harborough  
Tel: 01536 511833  
**OP PD LDA MH SI YA**

**Northampton Nursing and Carers Agency (NNCA)**  
Northampton  
Tel: 01604 621030  
**Advert page 30 OP D PD LDA MH SI YA**

**Northamptonshire Carers**  
Wellingborough  
Tel: 01933 677837  
**OP D PD MH SI YA**

**Northamptonshire Domiciliary Care Agency**  
Kettering  
Tel: 01536 411415  
**LDA YA**

**Northants Community Care Ltd**  
Wellingborough  
Tel: 01933 223799  
**Advert page 36 OP D PD LDA MH SI YA**

**Norton Nurses Ltd**  
Northampton  
Tel: 01604 635090  
**Advert page 32 OP D PD MH SI**

**Nurses Friend**  
Northampton  
Tel: 01604622400  
**OP D PD LDA MH YA**

**Passion Care Staffing Northampton**  
Northampton  
Tel: 01604 945120  
**OP D PD LDA MH YA AD**

**Peartree1 Ltd**  
Northampton  
Tel: 01604 550116  
**Advert page 34 OP D PD LDA MH SI YA**

**Person Centered Care Northants**  
Kettering  
Tel: 01536 601232  
**PD LDA YA**

**Personalised 4 Autism**  
Northampton  
Tel: 01604 755806  
**OP LDA MH YA**

**Personalized Homecare Ltd**  
Northampton  
Tel: 01604 891135  
**Advert page 30 OP D PD SI**

**Perthyn – Kingsfield House**  
Dallington  
Tel: 01604 866234  
**OP LDA YA**

**Phoenix Professional Home Care**  
Corby  
Tel: 01536 601693  
**OP D PD SI YA**

**Pine Ridge, 19**  
Northampton  
Tel: 07445 467574  
**OP D YA**

**Precious Hope Health and Home Care**  
Northampton  
Tel: 07854 983597  
**OP D PD LDA MH SI YA**

**Premium Care Solutions Ltd**  
Kettering  
Tel: 01536 213680  
**OP D PD LDA MH SI YA AD**

**Prestige Nursing Northampton**  
Northampton  
Tel: 01604 637000  
**OP D PD LDA MH SI YA AD**

**Project Care Ltd**  
Northampton  
Tel: 07391 596404  
**LDA YA**

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<th>Service</th>
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<td>YA</td>
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ABOUT US
Peartree1 Ltd specialises in providing Complex and Live-in Care for Adults, young adults, this covers the whole population. Our services are Domiciliary, Personal care, Transport Services, Supported Living and outreach services for people of all ages.

AIMS & OBJECTIVES
The vision of Peartree1 Ltd is to become recognized as the leading provider of innovative, responsive, high quality, best value specialist community-based care and support services.

Peartree1 Ltd will achieve this through our mission, which is to make a positive difference to people’s lives through the delivery of high-quality services.

SERVICES
Live-in Care
Giving elderly people the assistance they need to keep living in their own home.

Respite care
Our Professional carers are highly experienced in their fields.

Nursing Care
Treatment and disease

Specialist Care
Catheter, Stoma bag, and peg feeding

Supported Living
Mental health, learning disability and autism

Dementia care
Enabling dementia patients to remain in their own homes for as long as possible

RECRUITING NOW
ALL CARERS:
• DBS Checked
• Provide Professional references
• Right to work in the UK
• Face to face interview
• Have appropriate qualifications and training

JOIN US TODAY!

Flexible working hours

Tel: 01604 550116
Cell 24/7: 07383104888
web: www.peartree1ltd.com
email: enquiry@peartree1ltd.com

Address:
University Of Northampton,
Innovation Centre, Green Street,
Northampton, NN1 1SY
### Home care providers continued

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<th>Service</th>
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<td><strong>Support 4 U Healthcare Ltd</strong></td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Northants Community Care
Home Care Specialists

Your local home care provider.

We provide reliable and friendly care and support services in the home to frail, elderly and vulnerable adults. Including individuals with dementia, mental health conditions, physical disabilities, sensory impairment, illness, or learning difficulties. Our key services include:

- Supported Living
- Domiciliary Care
- Live in Care
- 24/7 Care
- Personal Care
- Day Centre Facility
- Short Breaks
- Social Outings & Shopping
- Respite Care
- Medication management

At Northants Community Care we place prime importance on employing quality staff that are fit for the job, having the appropriate qualifications, skills, personality, and experience to ensure the health and welfare needs of clients are met.

For more information please get in touch:
T: 01933 223 799 E: info@northantscommunitycare.co.uk
W: www.northantscommunitycare.co.uk

Tell us what you think

What have you found useful?
What could we do better?

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey

Day Centre spaces now available for Older Persons, Learning Disabilities and ASD

T: 01604 858643
E: youngheartscare@hotmail.com
www.youngheartscaringforyou.com

Northants Community Care is a family run business, priding ourselves on quality domiciliary care tailored to your individual needs.

Our company originated due to a personal need for care for a family member. Our aim is to provide our clients with affordable home care and support with a standard of care we would expect for our own loved ones.

We work together with families to enable each person to stay at home in an environment that is familiar, reducing stress and allowing him or her to maintain the level of independence they are accustomed to. Each of our care plans are person centred and customised to fit an individual and can be altered as their needs change.

We ensure continuity of care and a small staff pool allocation. No agency staff used.

Caring for you

OUTSTANDING ✔ - CARING on CQC

Young Hearts Care is a family run business, priding ourselves on quality domiciliary care tailored to your individual needs.

Our company originated due to a personal need for care for a family member. Our aim is to provide our clients with affordable home care and support with a standard of care we would expect for our own loved ones.

We work together with families to enable each person to stay at home in an environment that is familiar, reducing stress and allowing him or her to maintain the level of independence they are accustomed to. Each of our care plans are person centred and customised to fit an individual and can be altered as their needs change.

We ensure continuity of care and a small staff pool allocation. No agency staff used.

T: 01933 223 799
E: info@northantscommunitycare.co.uk
W: www.northantscommunitycare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
<table>
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<td><strong>TH Homely Care Services</strong></td>
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<td><strong>Toller House</strong></td>
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<tr>
<td><strong>Totus Care Ltd</strong></td>
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<tr>
<td><strong>Triangular Care Services Ltd</strong></td>
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<tr>
<td>Wellingborough</td>
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<td>Tel: 01933 681701</td>
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<td><strong>Tyneese Care</strong></td>
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<td><strong>Ultimate Care &amp; Support Services Ltd</strong></td>
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<td><strong>Universal Care Services Corby</strong></td>
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<td><strong>Velvet Glove Care Ltd</strong></td>
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<td>Tel: 01832 785280</td>
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<td><strong>Vogue Future Living Ltd</strong></td>
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<tr>
<td>Northampton</td>
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<td>Tel: 07870 985996</td>
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For parents and carers of children with additional needs.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Health and wellbeing

Research suggests that there are key actions we can take to maintain our physical health and mental wellbeing as we grow older.

By making a few small changes to the way we live, we can make big changes to our own health, and this can have a beneficial impact on the wellbeing of our family members and those we care for. The following are the key ways to maintain our physical health and mental wellbeing.

Public Health Northamptonshire

Aims to make the local population healthier and reduce the differences between the health of different groups by promoting healthier lifestyles, following advice from the Government and supporting action by Public Health England, the NHS and the public. Public Health Northamptonshire offers a range of services listed in this section.

For the full list of information and services available, visit www.northamptonshire.gov.uk/councilservices/health

The Supporting Independence Programme (SIP)
The programme provides up to 12 weeks of one-to-one support for people living with mild frailty, those who may have slowed a little, are feeling less confident getting around or need someone to provide help on a regular basis.

Advisors work with customers to identify and address the factors contributing to their frailty. This could be supporting them to increase their levels of physical activity, helping them to access medication reviews or providing emotional or nutritional support and advice. Support can be face-to-face or over the phone depending on the preference of the customer.

This assessment can be completed by anyone living with their customer.

ENJOY WHAT REALLY MATTERS

With our delicious frozen meals and desserts, prepared by award-winning chefs and delivered free by your local team, you’ve more time to enjoy doing the things you love.

For your free brochure visit www.wiltshirefarmfoods.com or call 01536 420505 and quote ‘Care1’
in Northamptonshire, or completed by a medical professional on someone else’s behalf, to see if they would be eligible for independence support.

Visit www.northamptonshire.gov.uk/councilservices/health to complete an independence assessment, or contact the Customer Service Centre on 0300 126 1000 to speak to an advisor.

Falls Prevention
Each year, around one in three people over the age of 65 has a fall, resulting in significant injury. Falls are not an inevitable part of growing older and admitting to falling will not mean any loss of independence.

There are lots of things you can do to help reduce the risk of falling. This includes speaking to your pharmacist about the medicines you are taking, making simple changes to the home environment, and doing exercises to improve strength and balance.

For advice about reducing the risk of falls visit www.northamptonshire.gov.uk/falls

Specialist assessment and advice is available from a specialist Falls Prevention service to those people who have a high fear of falling or a history of having falls. The Northamptonshire Falls Prevention Service is open to anyone who lives in the county and is made up of a multi-disciplinary team of specialist falls practitioners (including nurses, occupational therapists and physiotherapists, a senior doctor and a podiatrist).

Referrals can be made via your GP or by contacting one of our advisors on 0300 126 1000.

Local Get Up and Go strength and balance exercise sessions are also available. Visit www.northamptonshiresport.org/find-a-club/otago-northamptonshire

In Northamptonshire, organisations are working in partnership to prevent falls and enable people to remain independent and well. Together they have developed a new strategy which identifies the next steps that need to be taken to transform the county’s falls prevention and bone health services.

You can read the strategy online and watch a short video explaining what is available in Northamptonshire to prevent falls by visiting www.northamptonshire.gov.uk/councilservices/health/preventing-falls/Pages/default.aspx

NHS Health Checks
If you are aged between 40 and 74 years old, you may be offered a free NHS Health Check. Your free check will find out if you are at risk from some health problems, tell you how to look after your health and help you change things in your life to make your health better in the future.

As we get older, there is more chance that we will have problems with our health. Some of the most common problems are strokes, heart attacks, high blood pressure, kidney disease and diabetes. A free NHS Health Check will tell you how to give yourself the best chance of avoiding these problems.

The healthcare professional completing the check will test to see how likely you are to get heart disease, type 2 diabetes, kidney disease or a stroke. The appointment will take about 20 to 30 minutes.

The NHS Health Check helps to find out about possible problems early, making it easier to stay healthy. If you have a history of heart problems, strokes, type 2 diabetes or kidney problems in your family, you may be more at risk. If you do something now, it could enable you to make better life choices. Even if you are feeling well, it is worth having your NHS Health Check now to improve your chances of avoiding these health problems in the future.

If you would like help with your weight, doing more exercise or to stop smoking, the medical professional will help you. They may also give you medicine to help you depending on your results.

We will ask everyone between the ages of 40 and 74 who does not have one of the conditions mentioned above, to come back for a check every five years.

Drug and Alcohol Support – STAR
If you are concerned about your own or someone
else’s drinking or drug use, you can contact STAR.

It’s free and confidential, just call **0808 169 8512** between 9.00am and 4.30pm, Monday to Friday.

STAR, which stands for Support, Treatment, Advice and Recovery, is a partnership between the following local drug and alcohol services:

- **Aquarius**: offering training on drugs and alcohol to professionals, as well as support for people with gambling difficulties.
- **The Bridge**: peer support project for people who want support to control, reduce or cease their drug/alcohol use.
- **Family Support Link**: work to reduce the physical, psychological and emotional harm caused to families living with, or caring for someone who is addicted to drugs/alcohol.
- **NGAGE with Aquarius**: an early intervention drug and alcohol service for young people aged 10-18.
- **Substance to Solution**: recovery focused support and treatment for drugs and alcohol.

If you call STAR, your call will be answered by a specially trained member of staff. They understand the difficulties drug and alcohol misuse can cause and can help you access the right support from different drug and alcohol support agencies.

**Stop Smoking**

You are four times more likely to give up smoking with professional support, compared to doing it alone. Giving up smoking is the most beneficial thing you can do to improve your health. Within just one year of quitting, you can half the risk of heart disease.

Get in touch to find out more or book an appointment today to start your journey to a better, healthier life. Call **0300 126 5700**.

**Useful websites**

**Health and wellbeing**

Comprehensive advice and information about staying well.
Web: [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

**Healthy eating**

Web: [www.nhs.uk/LiveWell/healthy-eating](http://www.nhs.uk/LiveWell/healthy-eating)

**Healthy weight**

Change4life
Web: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

**Physical activity**

Northamptonshire Sport – Get Active
Web: [www.northamptonshiresport.org/get-active](http://www.northamptonshiresport.org/get-active)

**Walk4life**
Web: [www.walk4life.info](http://www.walk4life.info)

**Walking for health**
Web: [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk)

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**Housing options to consider**

At some point in our lives, many of us will face the prospect of no longer being able to cope on our own at home.

This section describes housing options that you might like to consider if continuing to live in your current home is becoming challenging, but you do not require residential care.

You can search for more detailed information about housing options available in your area by visiting [www.housingcare.org/index.aspx](http://www.housingcare.org/index.aspx)

If you think you may have a care need and would like to be considered for an assessment, please contact the [Customer Service Centre](#) on **0300 126 1000**. If your current housing is not suitable then housing options can be explored alongside your care needs.
Assisted Living, Extra Care and Very Sheltered Housing

Assisted Living and Extra Care are housing-based services, which allow you to own or rent your own home and access care and support services based on site. Schemes may provide:

- rented, shared or outright ownership or leasehold tenancies;
- a dedicated staff team to provide services at a level appropriate to the needs of all tenants with maximum flexibility;
- up to 24-hour care provision, 365 days a year for those who need it;
- a philosophy to enable and maintain independence including a commitment to supporting continued quality of life and personal development of tenants;
- activities and social events for residents;
- premises that support independence through high standards of accessibility both in communal areas and in individual flats; and
- facilities such as assisted bathing, dining facilities, a café or restaurant, a hairdressing salon, guest suites for overnight visitors, an office and staff accommodation.

There is usually an allocation process to access this type of housing. Again, this varies from scheme to scheme, but this process ensures that all successful applicants have been assessed as having a housing-related need by the local district or borough council.

Very Sheltered Housing schemes provide support through housing managers, domiciliary care services and emergency alarm systems. However, care and support is not available around the clock in the same manner as in Assisted Living or Extra Care, but there may be a warden on site 24/7.

There are various Assisted Living, Extra Care and Very Sheltered Housing schemes across Northamptonshire; they provide a quality service and meet the criteria detailed above.

For rented properties, a housing application must be made through the local district or borough council. The housing provider at each scheme will help you to do this. For shared ownership and private purchase properties, applications can be made direct to the landlord.

Care villages

A further option of care and support available is the care village, where people have a choice between independent living, Assisted Living and 24-hour nursing care, with care staff on site 24 hours a day.

Most care villages have three different forms of accommodation:

- The apartments offer a more independent lifestyle and are designed to make life as easy and enjoyable as possible but with the reassurance that, should you require care, it is always available.
- Assisted Living or Extra Care models exist within smaller, specially adapted one- or two-bedroom apartments, offering a real alternative to a single bedroom in a care home. They offer an independent lifestyle backed up with all the support and care required, along with a serviced package which includes all food, cleaning and laundry.
- The third form of accommodation and support is offered within a care home with nursing at the heart of the village.

Care villages may also offer wide-ranging, on-site facilities which can include a café, restaurant, sitting rooms, a hairdressing salon, landscaped gardens and a bowling green as well as a daily activity programme and day trips.
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC website (visit www.cqc.org.uk). See page 59 for more information on the CQC.

Listings of care homes and care homes with nursing begin on page 69.

Types of care home

Care homes
If you are unable to manage at home despite having support and you need much higher levels of security and care, a care home offering personal care (as opposed to a care home with nursing) may be the best option. Personal care includes bathing, feeding, dressing and help with moving about. Listings of care homes in the county begin on page 69.

Care homes with nursing
If your care needs mean that you need 24-hour access to qualified nursing support, then a care home with nursing may be an appropriate option. If a care home providing nursing care is the best solution for you, during your assessment the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly, the current amount is £183.92 per week; this is reviewed every April.

For information on paying for care, see page 46.

NHS Continuing Healthcare and NHS-funded nursing care

NHS Continuing Healthcare (CHC) is a package of care for adults aged 18 or over that is arranged and funded solely by the NHS.

In order to receive NHS CHC funding, individuals have to be assessed by clinical commissioning groups (CCGs) according to a legally prescribed decision-making process to determine whether the individual has a ‘primary health need’.

NHS-funded nursing care is when the NHS pays for the nursing care component of nursing home fees. The NHS pays a flat rate directly to the care home towards the cost of this nursing care.

NHS Corby and NHS Nene Clinical Commissioning Groups are responsible for assessing eligibility for NHS Continuing Healthcare and NHS-funded nursing care, according to the National Framework for Continuing Healthcare 2018.

The appropriate CCG will identify, arrange and fund services required to meet your eligible needs:

- if you are registered with a GP in Northamptonshire;
- if you are assessed as eligible for NHS Continuing Healthcare; or
- for the healthcare part of a joint package of care.

If you are receiving care in your own home, you will have a Personal Health Budget (PHB) to meet your needs. For more information, see page 7. Alternatively, full detail of PHBs can be found at www.england.nhs.uk/personal-health-budgets/personal-health-budgets-in-nhs-continuing-healthcare

Further information about CHC can be found at www.neneccg.nhs.uk/your-health/Continuing-health-care.htm
Celebrating Life

Our homes are more than care homes. They’re family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

Brampton View
Chapel Brampton, NN6 8GH
01604 321 506

Claremont Parkway
Kettering, NN15 6XE
01536 439 251

Collingtree Park
Collingtree Park, NN4 0XN
01604 651 013

Elm Bank
Kettering, NN15 7JZ
01536 439 257

Juniper House
Brackley, NN13 6JZ
01280 428 078

Residential care • Nursing care • Dementia care • Respite care & short breaks
En-suite rooms • Delicious meals • Daily activities • Landscaped gardens • Wi-fi
Residents In Good Care Have A Lot To Smile About

Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Northamptonshire, look no further.

Spencer House
Northampton
T. 01604 553843

Cliftonville
Northampton
T. 01604 553841

Dukes Court
Wellingborough
T. 01933 589043

Ashurst Mews
Moulton
T. 01604 553840

Glenmoor House
Corby
T. 01536 629730

Seagrave House
Corby
T. 01536 629198

See all of our homes on Facebook or Search ‘Avery Northamptonshire’
# Care homes checklist

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We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

## Staff
- **What is the minimum number of staff that are available at any time?**
- **Are staff respectful, friendly and polite?**
- **Do staff have formal training?**
- **Are the staff engaging with residents?**

## Activities
- **Can you get involved in activities you enjoy?**
- **Is there an activities co-ordinator?**
- **Does the home organise any outings?**
- **Are residents escorted to appointments?**
- **Do the residents seem entertained?**
- **Does the home have a varied activities schedule?**

## Life in the home
- **Is the home adapted to suit your needs?**
- **Can you bring your own furniture?**
- **Are there enough plug sockets in the rooms?**
- **Are there restrictions on going out?**
- **Is there public transport nearby?**
- **Does the home provide any transport?**
- **Can you make/receive calls privately?**
- **Can you decide when to get up and go to bed?**
- **Does the home allow pets?**
- **Does the home use Digital Care Planning accessible to families?**

## Personal preferences
- **Is the home too hot/cold? Can you control the heating in your room?**
- **Is the décor to your tastes?**
- **Are there restricted visiting hours?**
- **Is there somewhere you can go to be alone?**
- **Does the home feel welcoming?**

## Catering
- **Can the home cater for any dietary requirements you may have?**
- **Does the menu change regularly?**
- **Can you eat when you like, even at night?**
- **Can you have food in your room?**
- **Is there a choice of food at mealtimes?**
- **Is alcohol available/allowed if you want it?**
- **Can visitors join you for meals?**

## Fees
- **Do your fees cover all of the services and activities?**
- **Are fees likely to change regularly?**
- **Is the notice period for cancellation of the contract reasonable?**
- **Could you have a trial period?**
- **Can you keep your room if you go into hospital?**
- **Can you handle your own money?**

*See page 59.
The financial assessment process

For us to assess and invoice you for any financial contribution towards the cost of your support, we first need you to provide us with details of your financial circumstances.

A member of the Financial Assessment Team will contact you to obtain these details. We will aim to complete the financial assessment before your care funding begins, where possible, so that you know how much you need to contribute before your services begin.

If you are assessed as needing to pay a financial contribution to the council, a Direct Debit Mandate Form will require completion as this is the preferred method of payment. The financial assessment will be completed with you either over the telephone or we can visit you at your home, when necessary.

If we can’t complete your financial assessment before your care and support begins, we will aim to do so as soon as possible. If, however, you fail to provide us with the information required to complete the financial assessment within 21 days of the first request, you will be charged the full cost of the services that we are providing.

Remember, help is available with your financial assessment and our Financial Assessment Team is available to support you.

During the financial assessment process, we will check to see if you are receiving all the benefits you are entitled to. If we identify that you are able to claim any State Benefits, we will provide you with advice on how to make a claim. Alternatively, one of our dedicated Welfare Benefits Advisers can offer you support with any claims.

Charging rules and regulations

If your income, savings and investments (capital) are more than £23,250 you will need to pay for your own care services. If you own a property, the value will be taken into account if you are assessed as eligible for residential care, including nursing care. See page 47 for more information on when your property is taken into consideration and any exceptions.

If your capital and savings fall below £23,250 you can apply to us for help towards paying the cost of your care services. You should let us know well in advance if your capital and savings are likely to fall below £23,250.

If you have under £23,250 in capital and savings, the council may make a contribution to the cost of your care services if:

- you have been assessed as being eligible for support from the council; and
- you have had a full financial assessment from the council, and you have been advised that you do not need to pay for the full cost of your care.

Contributions towards your care and support

Your assessment takes into account your capital (which may include your property, see page 47 for more information) income, savings, benefits and occupational pension(s).

If you have capital between £14,250 and £23,250, there is a tariff of £1 for every £250 (or part of £250) you have between these two figures.

These figures may change over the lifetime of this Directory, please check with the Financial Assessment Team for the latest information.

Council funding towards residential care

Each year, we agree a maximum amount that will normally be paid for a place in a care home. This is known as the ‘Expected to Pay Rate’ (EPR). If you are eligible for a contribution to your care and support from us, your social worker will advise you of the figure that we are prepared to pay for your
residential care.

If you wish to choose a care home that is more expensive than we are prepared to pay, then a relative or interested party may need to pay the difference. This is known as a third party agreement. The third party will need to pay this contribution out of their own income, savings or capital as you will be required to make your own contribution from your resources. These are two separate financial contributions. Please be aware that any person wishing to make a third party contribution will undergo a separate financial assessment. This third party financial assessment must be completed before we can agree to fund your placement.

Deprivation of Assets
If we feel that you have deliberately deprived yourself of capital or savings in order to reduce the amount you pay for your care, for example, if you give away money or assets to a family member in order to reduce your capital, we may treat you as if you still possess the asset for the purpose of charging. This is known as notional capital.

Our Financial Assessment Team will undertake an investigation in order to determine whether deprivation of assets has occurred. This may include land registry searches and requesting copies of bank statements. If we determine that you have deliberately deprived yourself of assets to reduce the amount you will have to pay for your care, a letter will be sent to you explaining the reasons why we have come to this conclusion. We will then decide whether to continue funding your care. If we decide to continue to fund your care, you will be charged the full cost of your care unless you have transferred assets into the name of another person, in which case, the beneficiary of any transfer will be liable for the difference between your assessed contribution and the full cost of the care. The beneficiary will receive separate invoices every four weeks for the element of the care that they are liable for until the assets have sufficiently reduced so that you qualify for financial support from us.

Assessing the value of your home
We will consider the value of your home as a capital asset if you are moving into residential care. However, in the circumstances below, the value of your property will not be included when calculating your charges, even if your stay in a care home or care home with nursing is permanent.

The value of your property is ignored if, for example:
- your spouse/partner continues to live in the property;
- a close relative or a member of the family for whom you are responsible is living in the property and they are:
  - aged 60 years or over; or
  - aged 16 years or under, and are a child you are responsible for; or
- if a person remaining in your property has a disability and has proof of benefit entitlement or medical evidence due to their incapacity.

Self-funding your care
If you do not meet our eligibility criteria and you have capital over the threshold you will have to fund all of your care and support.

Currently, the capital threshold is £23,250 although this figure may change over the lifetime of this Directory. If your capital is nearing £23,250, please contact the Customer Service Centre for assistance one or two months before your capital reaches the threshold. Call on 0300 126 1000.

Deferred Payment Agreements
If you own a property and do not wish to sell it, and you want to reside in a care home without the financial support of the local authority, you may be able to maximise your income so that you do not need financial support from us. For example, renting out your property may enable you to meet the cost of your care home.

Alternatively, you may be eligible for a Deferred Payment Agreement.

A Deferred Payment is essentially a loan against the value of your property. The Care Act 2014 established a universal Deferred Payment
Agreement, which means that people may not need to sell their home in their lifetime to pay for the costs of care.

All councils in England are required to consider a Deferred Payment for eligible people who live in a care home or care home with nursing, own a property and have other assets below a certain amount. They must also have been assessed as having care needs that require residential care.

A Deferred Payment can only be considered upon certain criteria being met. If you are eligible, you will have to sign a contract with us agreeing to the loan conditions, so it is important to seek independent financial or legal advice if you wish to enter a Deferred Payment Agreement.

If you are accepted into a Deferred Payment Agreement, you will receive the agreement in writing and a legal charge will be placed on your property to ensure the council secures its interest.

Please note that you will be expected to make an assessed contribution based on your income and savings throughout the duration of the Deferred Payment Agreement.

During the time of the Deferred Payment Agreement, interest will be charged, and administration fees will apply.

For further information about Deferred Payment Agreements, please visit www.northamptonshire.gov.uk/payingforcare

Contributions towards non-residential care and support

If you receive home care, you will be financially assessed in the same way as for residential care (see page 46). We will follow Government guidance when deciding which sources of capital and income we will take into account, and also when calculating any allowances you may receive as a result of disability. Your house will not be included as part of your capital if you are to remain living there. If you are in receipt of a disability benefit, you will have an allowance made for expenses linked to your ill-health or disability.

Only once these allowances have been deducted from your available income will we calculate what you are required to contribute towards the cost of care. We will always ensure that you are left with enough income to maintain your quality of life, based on Government guidance.

Debt recovery

Any customers who refuse to pay for their services, will be referred to the Debt Recovery Team. The Recovery Officers follow a process for recovering all monies owed to Northamptonshire County Council, as we have a duty to ensure the public funds are spent in a fair and equitable manner. If the Debt Recovery Team is unable to recover any monies owed, the case will immediately be referred to Adult Social Care Lawyers and Enforcement Agencies for collection.

Frequently asked questions about charging

Do I have to pay for my services?
Yes, in most instances you will have to pay something towards the cost of the services provided to you.

My care manager says my care is fully-funded. Do I still have to pay?
Yes, you do. This means we will pay the provider the whole cost of the service you are receiving, but you will still need to pay your assessed contribution towards this. We will send you regular invoices for the amount you have been assessed to pay; you will not be required to pay the provider directly.

When will I be told how much I have to pay?
Normally, before your service starts, we will ask you for information about your financial circumstances – we will complete an assessment by telephone appointment, or on request, the Financial Assessment Team may visit you to complete your
financial assessment. As soon as we have all the information needed, we will carry out a financial assessment and give you written details of exactly how much you are being asked to pay. We will indicate any benefits you may be entitled to when we have completed a welfare benefit check and can assist with the application for any additional benefits you may be entitled to.

**What happens if I don’t get the benefits from the Department for Work and Pensions (DWP) that you say I should pay towards my weekly charge?**

In the first instance, you will need to make a claim to the DWP for the benefits we have indicated you are entitled to. If you are unsuccessful in your claim for any of these benefits, please contact the helpline on 0300 126 3001 – option one, and they will be able to advise you. You will need to provide them with a copy of the letter from the DWP.

**Will the weekly contributions change?**

The amount you pay may change due to changes in the law; changes in your financial circumstances, e.g. benefit increases, or changes in the amount charged by the provider. We usually review your charges each year, but you can request a review at any time if your financial circumstances change.

**Can I give my money to members of my family?**

Reasonable gifts to family members in line with previously established custom and practice, for instance birthday or wedding gifts, can still be made. However, capital or assets transferred with the intention of reducing or avoiding the need for you to pay for care will be taken into account during the financial assessment. See page 47 for more information on deprivation of assets.

**If I have to go into permanent care and I own my own home, do I have to sell it?**

If you meet our eligibility criteria and your capital (not including your house) is below the £23,250 limit, we will not consider the value of your house as part of your assessment for the first 12 weeks of your residential care (exceptions apply). This is to give you time to decide how you want to pay for the full cost from week 13, for example, you may want to discuss with us the Deferred Payment Agreement. See page 47 for more information. Please note, you will still have to pay an assessed contribution during the initial 12-week period.

**What is the Personal Expense Allowance?**

This is the amount the Government says you are allowed to keep from your pension to spend on your own personal needs if you are in residential care. We do not take this into account when working out how much you have to pay for your care.

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**Specialist care**

**Sensory loss – hearing or sight**

During our lifetime, we can experience various degrees of sensory loss: hearing, eyesight, smell or taste. The two most common sensory deprivations are loss of sight and hearing.

Some people have sight or hearing loss from a very early age, for others it can be a slow decrease of the senses due to illness, an accident or ageing. Whatever the reason, it can be difficult to adjust to the changes. Anyone with a sensory loss can feel disconnected from the world, isolated and struggle with communication. This can lead to a loss of independence which then affects their confidence, especially as the senses decrease.

Levels of sensory loss vary from person to person and will range from mild to profound. Identifying individual needs is crucial in ensuring that this impairment is recognised.

An assessment can be carried out by a Visual Impairment Rehabilitation Officer or a Sensory Services worker or from a specialist agency or charity. The assessment can identify a wide range of needs and inform you of what services are available to help.

**Visual Impairment Team**

Northamptonshire County Council provides a
Visual Impairment Rehabilitation Service, free of charge, to people in Northamptonshire who have experienced sight loss. The Visual Impairment Officers enable customers to improve their independence and safety at home by providing access to a wide range of sensory equipment and assistive technology.

Officers can provide:

- specialist equipment to help people with sight loss;
- mobility training and daily living skills training for people who are blind or partially sighted; and
- registration, advice and guidance for people who are diagnosed with a visual impairment.

The team works closely with you to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

For more information or to request the rehabilitation service, please contact the Customer Service Centre on 0300 126 1000 or email customerservices@northamptonshire.gov.uk

Northamptonshire Association for the Blind (NAB)
As Northamptonshire's only local sight loss charity, NAB provides advice, support and products to help improve the lives of visually impaired people. It does this through empathy, experience and expertise. NAB has helped thousands of adults and children overcome the challenges of sight loss. If you, a loved one or friend need support, please get in touch.

37 Harborough Road, Northampton NN2 7BB
Helpline: 01604 719193, Monday to Friday, 9.00am to 5.00pm. • Email: helpline@nab.org.uk
Web: www.nab.org.uk
Twitter: @nab_northants
Facebook: @nabnorthants
Instagram: @local_sight_support

Learning disability

The Complex and Specialist Learning Disability Team comprises social workers and assessment and enablement workers who undertake assessments, support planning, re-assessments, reviews and safeguarding responsibilities for adults with a learning disability aged 25 years upwards. The aim of the service is to support individuals to be as independent as possible and to provide Care Act compliant assessments, re-assessments and reviews that are strength based and focus on the outcome individuals wish to achieve, as agreed in their support plan.

The NASS (Northamptonshire Adult Social Services) Learning Disability Team are part of the countywide, co-located Northamptonshire Learning Disability Service which comprises the NHFT (Northamptonshire Health Foundation Trust), the Community Team for People with Learning Disabilities (CTPLD), the Intensive Support Team (IST) and therapy services.

The 18-25 Complex and Specialist Learning Disability Team undertake the same responsibilities but for adults with a learning disability aged 18-25.

The services and support described in this section form part of the ‘Commissioning for a Greater Life’ Framework for people who have had a Care Act assessment and have been assessed as having eligible support needs. Where someone has needs that should be met by us, we will in the first instance, consider how their needs could be supported by their family and the local community.

Deafconnect
If you are Deaf and hard of hearing at any age, Deafconnect will support you to be independent and a fully-included member of your community.

Spencer Dallington Community Centre,
Tintern Avenue, Northampton NN5 7BZ
Tel: 01604 589011
Email: general@deafconnect.org.uk
Web: www.deafconnect.org.uk

Supported Living
Defined as a model that offers support seven days a week in an individual’s own home – usually a tenancy arrangement. Support is tailored for the individual, but there may also be some shared
hours where the built environment offers multiple tenancies to individuals with similar needs.

**Supported Accommodation**
Different to Supported Living in that the individual does not have a tenancy, although does have their own living space with their own front door but is supported in a similar way. It can be a helpful model for a first step; to test the concept of tenancy responsibilities and living in their own home with their own front door.

**Opportunities for living and learning**
Support to learn and experience life in ordinary community settings; going out to have practical experiences, connecting with the community including paid and unpaid employment, attending training for a vocational or life skill or accessing wellbeing activities such as the gym or sports. We also want to encourage short term offers – where individuals can learn and expect to have achieved something specific at the end of a given time period with a certificate of completion and achievement.

**Short breaks**
Short breaks and respite options are focused on what people want, both the person with a learning disability and their carer(s); trips away, weekend breaks, overnight breaks and breaks through day trips and outings. Breaks include planned periods of support at home in order to get out and about and do different things.

**Supporting people in their home**
The model within this offer is akin to Supported Living and Supported Accommodation, but individuals may often reside within the family home or indeed, within a home that the individual owns. The nature of the support may be for short or longer intervals at various points in a day or week. The offer may include supporting a parent or unpaid carer with certain tasks that allow them to work or maintain their own lives, but it may also include supporting individuals living on their own. Specifically, this offer is usually for a limited number of hours per week. This offer is not a ‘sitting service’ – time spent with the individual must be productive and outcome focussed whether that is inside the home or outside the home.

Many individuals may purchase this type of service using a Personal Budget. See page 6 for more information about Personal Budgets.

**Residential based living**
Small residential units that better suit the needs and preferences of some individuals who prefer shared environments that offer en-suite bedrooms, a shared communal space and a group home environment. For some individuals a residential setting will be commissioned prior to a move into a more independent living set-up in order to manage a pathway of care in a planned and outcome focussed way.

**Short-term intervention and crisis support**
Provides short-term, temporary placements or residential based services at relatively short notice due to existing support systems breaking down, a change in behaviours or mental health or circumstances in the family home that indicate a need to sensitively move an individual for a short period of time. This is in order to safely assess needs, review medication or give a parent or informal carer a break. This offer is different to the short breaks offer in that circumstances may be tense or chaotic. Staff will be trained in a range of applicable skills and management and leadership support is high.

**Forensic support**
Forensic support includes working with individuals who have forensic histories as well as individuals whose behaviour and lifestyle put them at risk of offending.

**Shared Lives**
Shared Lives is a countywide service that supports people aged 16 and over to live as part of a family in the community either on a long-term basis or for a short break. Shared Lives Carers are fully trained and supported within their homes to provide a range of support to adults who need a stable environment to gain confidence and independence. Shared Lives is registered with CQC and has been rated ‘Outstanding’ in Northamptonshire in its last three inspections. If you would like more information about the service or would like to become a Shared Lives Carer, email customerservices@northamptonshire.gov.uk

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Brain injury

Brain injury (BI) is caused by a trauma to the head (head injury) or as a result of a physical illness. There are many possible causes, including road traffic accidents, assaults, falls and accidents at home or at work, as well as brain haemorrhage and cardiac arrest (causing lack of oxygen to the brain).

Many brain injuries are minor, causing temporary symptoms such as concussion. However, sometimes the injury is more serious and causes longer lasting symptoms. Sometimes the individual has cognitive problems such as headaches, difficulty thinking, memory issues, attention deficits, mood swings and frustration. These injuries can be overlooked. Even though this type of BI is called ‘mild’, the effect on the family and the injured person can be significant.

A more severe brain injury may result in the person losing consciousness for more than 30 minutes and memory loss after the injury of longer than 24-hours. A person may be affected physically with loss of movement in limbs, or loss of the ability to speak.

Several different types of specialist service cater for people with a brain injury. Rehabilitation can help the person and their family to work towards recovery. Individuals with a brain injury may also be eligible for support from Adult Social Care.

Any services or support you may be eligible for will depend on the outcome of your needs assessment, described on page 5. Services could include:

- assessment and reassessment;
- help to live at home – this may be called personal care and support or classed as supported living;
- day services or community opportunities (including support to find employment/volunteering opportunities);
- short breaks services, sometimes called respite care;
- care homes; and
- advocacy, information and advice.

To make a referral/request an assessment from Adult Social Care, telephone the Customer Service Centre on 0300 126 1000.

Mental health

If you are worried about your mental health, the usual starting point for advice is your GP, who should be able to identify the appropriate level of response. They may suggest some form of self-help using local resources.

There are day centres run by organisations such as Mind, Teamwork and Spectrum that may be able to help. In addition, weekly Crisis Cafés are held in Northamptonshire that specifically operate outside normal working hours (see page 53 for contact details). GPs also have access to a wide range of counselling and advice programmes that you may be referred to.

If your concerns appear more serious, they may refer you to a specialist mental health service. We work in partnership with both Primary Care and more specialist mental health services provided by the NHS to ensure that both health and social care needs are responded to.

To make a referral to Adult Social Care Mental Health Services, telephone the Customer Service Centre on 0300 126 1000. We support some people to live in a house with support on site to help them
with their mental health difficulties. We call this Supported Accommodation.

In some circumstances, it may become necessary to consider providing an individual with mental health care and support by admitting them, against their own choice, to a specialist hospital under the Mental Health Act.

This option should only be considered when all other means of providing care and support have been tried and been unsuccessful.

If a Mental Health Act assessment is necessary, the referral will usually be made by a health or social care worker – for example a GP. However, a Nearest Relative has the right to request that an assessment under the Act be considered by an Approved Mental Health Professional. The teams responsible for this can be reached on 0300 126 1017 (Monday to Friday, 9.00am to 9.00pm) or 01604 626938 (all other times).

Crisis Cafés in Northamptonshire

Anchor House
Northampton Mind, 6-7 Regent Square NN1 2NQ (Monday and Tuesday, 5.00pm to 10.00pm; and Saturday, 2.00pm to 10.00pm). Tel: 01604 634310/624951

Daventry Mind
The Old Gasworks Car Park, Brook Street NN11 4GG (Wednesday, 5.00pm to 9.00pm). Tel: 01327 879416

Mixing Bowl, The
Kettering Mind, 49-51 Russell Street NN16 0EN (Tuesday, Wednesday and Thursday, 5.00pm to 11.00pm). • Tel: 01536 523216

Recovery Café, The
Rushden Mind, Phoenix House, Skinner’s Hill NN10 9YE (Monday, Tuesday and Wednesday, 5.00pm to 10.00pm; and Sunday, 2.00pm to 8.00pm). Tel: 01933 312800

Sanctuary, The
Corby Mind, 18 Argyll Street NN17 1RU (Thursday and Friday, 5.00pm to 10.00pm; and Sunday, 2.00pm to 8.00pm). Tel: 01536 267280

Wellingborough Mind
14 Havelock Street NN8 4QA (Thursday and Friday, 5.00pm to 10.00pm; and Saturday, 2.00pm to 8.00pm). Tel: 01933 223591

Day Care | Respite Care | Short & Long Term Care

- Person Centred Dementia & Mental Health Care for age 40 and over
- Staff all Fully Trained
- Private Rooms some with En-suite
- Open Visiting – Call at your leisure
- Activity Programmes & Outings to meet individual needs
- Specialist Diets catered for and ‘Heartbeat Award’ for Home Cooked Foods
- Easily accessible from Northampton and surrounding areas

Telephone: 01604 753104 for a brochure • Website: www.glensidecarehome.com
Address: 179 – 181 Weedon Road, Northampton NN5 5DA
The Mental Capacity Act
The Act covers England and Wales and provides a statutory framework for anyone aged 16 and over who lacks capacity to make decisions for themselves, or who have capacity but want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how to do it.

Independent Mental Capacity Advocate (IMCA)
IMCA services are for people who have been assessed as ‘lacking capacity’ to make specific decisions, primarily about serious medical treatment and long-term accommodation needs.

The local authority/NHS decision maker must refer you if you have no ‘appropriate’ family or friends and if you lack capacity to make a decision about either:
- Serious medical treatment.
- Long-term arrangements (more than 28 days in hospital/eight weeks in a care home).
- Deprivation of Liberty Safeguards.

For further information, call 01604 592702 (Monday to Friday, 9.00am to 5.00pm) or email tvn@voiceability.org

Lasting Power of Attorney (LPA)
This is a legal document where you can say in writing who you would like to make certain decisions for you. The document can cover decisions about your finances and/or healthcare. However, you can only make this document legal if you are able to understand what it means. If you are interested in an LPA, you should speak to a solicitor.

Please note, if you have already made an Enduring Power of Attorney (EPA), it is still valid, even if it has not yet been registered, unless you decide to replace this with an LPA. EPAs and LPAs are defined in ‘Help with managing your money’ available at the website www.publicguardian.gov.uk

A Deputy
The Court of Protection may make someone your Deputy. The Deputy can make certain decisions for you if you cannot decide everything yourself. A Deputy must act in your best interest and will only be appointed where it is appropriate for your needs. The Deputy will be monitored by the Office of the Public Guardian which will ensure that the Deputy is doing their job properly. The Deputy could be given the responsibility for making decisions about either your finances or welfare, or both in some circumstances.

An application is required to the Court of Protection by the person seeking to control your finances. More information concerning this can be obtained from the Office of the Public Guardian, visit www.publicguardian.gov.uk

An Appointee
An application can be made to the Department for Work and Pensions (DWP) for someone to act as your Appointee. This allows them to receive all your benefits on your behalf.

An application will need to be made by the person looking to take over control of your benefits, visit www.dwp.gov.uk

Further details can be found on the Department of Health and Social Care’s website, www.gov.uk and the DWP website, www.dwp.gov.uk

It may also be possible for the council to assist in looking after your finances by becoming the Appointee or Deputy.

Please contact the Customer Service Centre on 0300 126 1000 for further advice.

Dementia

Dementia Care Advice Service
Northamptonshire Carers is the central point of contact for the Dementia Care Advice Service, in partnership with Alzheimer’s Society Northamptonshire. The Dementia Care Advice Service offers support for the person living with dementia and/or their carer.

The support line can offer an understanding ear and practical advice. Family carers are also entitled to speak to a professional who can offer advice and guidance.
to an assessment of their needs which can take place by phone, online or face-to-face in their own home. This will look at their individual needs – which may include planning for the future or managing a stressful situation – and may result in a referral for respite or being signposted to specialist organisations, such as for benefit advice or for services and support.

By working in partnership, Northamptonshire Carers is able to offer a wider variety of services including support groups, access to leisure activities and peer supporters (people who have been carers themselves) who are able to follow up with families beyond the assessment stage.

Carers’ Support Line: 01933 677907
Email: carers@northamptonshire-carers.org
Web: www.northamptonshire-carers.org
Write to: Northamptonshire Carers, 123 Midland Road, Wellingborough NN8 1LU

Alzheimer’s Society
Alzheimer’s Society local services provide information and support for you and for people diagnosed with dementia. For all these services, call the local office at Islip on 01832 736670 or email northamptonshire@alzheimers.org.uk unless otherwise stated.

You can also call the National Helpline on 0300 222 1122 or log onto the online forum at www.alzheimers.org.uk/talkingpoint to chat with people who may be in a similar situation to you.

Side by Side
This service provides befrienders for people with dementia. It can help people feel less socially isolated by supporting them to continue or re-engage in hobbies and interests or to take up new leisure pursuits.

Please contact the Side by Side co-ordinator, Russell Simpson on 01832 736670 if you are interested in volunteering for, or someone you care for is interested in using, this service.

Singing for the Brain®
These weekly sessions bring people together in a friendly and fun environment to enjoy singing familiar songs and sometimes learn new ones. The sessions are usually attended by the person with dementia along with a family member or carer like you. For details of times/locations, please contact the local office on 01832 736670.

Dementia Support – One-to-One Service
Personalised information and guidance to help people navigate the maze of information and services after a dementia diagnosis. Trained staff can work with you and people living with dementia to help understand the diagnosis. Staff can also make you aware of things you may like to consider, such as finances, support at home, how to access activities, and respite. You can also complete carers’ assessments on behalf of Northamptonshire County Council.

Memory Matters
Keeping an active social life is key to helping someone with dementia feel happy and motivated.

Activities include something for everyone and are respectful, creative, innovative, multi-sensory and fun. Activities are supported by skilled staff encouraging someone with dementia to do something creative and realise their potential, improving self-esteem and reducing loneliness.

Caring for someone with dementia can be extremely difficult, so having emotional support and practical advice from someone who understands what you’re going through might be beneficial.

Memory Matters offers a reassuring, confidential and safe place to talk to others about how dementia affects your life. Come along and make new friends, share experiences and be honest, without fear or embarrassment.

Get tips from group members on how to support someone with dementia, as well as how to keep looking after yourself and have your questions answered by our highly skilled, compassionate and experienced staff who run the sessions.

Information Workers: creating Dementia Friendly communities
Dementia Awareness sessions and Dementia Friends sessions are facilitated by Information Workers
across Northamptonshire.

Sessions include what it is like to live with dementia and how people can contribute to making communities in Northamptonshire more Dementia Friendly.

The one-hour, age-appropriate sessions are suitable for:

- children, young people and students, for example schools, Scouts and Girl Guides;
- recreation and leisure staff, for example people who work in cinemas, arts centres or swimming pools;
- businesses and shops;
- transport staff, for example taxi and bus companies; and
- community and faith groups.

Contact the local office on 01832 736670 for the latest about Information Workers in Northamptonshire.

**Memory Assessment Services (MAS)**

The aim of the service is to ensure quality assessments, diagnosis and care for people with dementia and their carers. This includes timely and equal access to services, provisions of evidence-based treatments, monitoring and follow-up. If dementia is diagnosed early, more can be done to delay progression of the disease.

The Memory Assessment Service includes the following:

- A single point of referral for all people with a possible diagnosis of dementia over the age of 65.
- Supporting primary care to promote and facilitate early identification and referral of people with suspected dementia.
- Provision of high-quality accurate diagnosis of dementia early in the course of the disease.
- Communication of the diagnosis in a person-centred way to both the person with dementia and their carers.
- Ensuring that people with dementia and their carers have appropriate information that allows them to manage their care more effectively within their pathway and understand how to access other appropriate assistance when required.
- Engaging people with dementia and their carers in decisions about the care options available to them, including the development of advanced care plans.
- Ensuring the service is readily accessible and meets the range of needs of the local population.
- Ensuring continuity of care across pathways and integration with other care providers.
- Promoting awareness of dementia and reducing stigmatisation.
- Discussion about treatment and intervention options on an individual basis, according to presenting diagnosis and needs.

Treatment and intervention options could include workshops for people living with dementia and carers, medication and written information or signposting to support services such as Alzheimer’s Society, Age UK or Northamptonshire Carers.

**Locations, hours of operation and teams**

Throughout Northamptonshire, there are four localities and each locality has a dedicated Memory Assessment Service:

- Daventry/South Northants – 01327 707200
- Kettering/Corby – 01536 444850
- Northampton – 01604 685596
- Wellingborough/Rushden – 01933 416511

The service operates five days per week, Monday to Friday, 9.00am to 5.00pm. Currently, referrals to the service are made via the individual’s GP. However, if you require any additional information, please contact your local team using the contact details above.

Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)
## Residential dementia care checklist

### Design
- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents’ rooms to help people identify their own?
- Is the décor familiar to your loved one?

### Choices
- Do residents get choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

### Activities
- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

### Health
- Can residents get help with eating and drinking?
- How often does the home review residents’ medication?
- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

### Staff
- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

### Approach to care
- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one’s care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 45. You can download and print this checklist at www.carechoices.co.uk/checklists

*See page 59.
Essential information

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether they are compliments or complaints. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission, see www.cqc.org.uk for contact details or phone 03000 616161.

If we have arranged and funded your care, another option is to complain to your social worker/care manager. If you would like to raise a formal complaint with the council, then you can contact the Complaints and Compliments Team who will acknowledge this complaint and ensure it is provided to the correct service for investigation and response. The Customer Complaints Officer within Adult Social Care will also support this process. This team can also be contacted to log any compliments you are wishing to make.

Complaints and Compliments Team
Tel: 01604 363436
Email: complaints@northamptonshire.gov.uk or compliments@northamptonshire.gov.uk
Write to: Northamptonshire County Council, Compliments and Complaints, One Angel Square, 4 Angel Street, Northampton NN1 1ED

Further information about our complaint’s procedure can be found at www.northamptonshire.gov.uk where you can also complete an online complaint form. Please note that if you are acting on behalf of a friend or a relative, in compliance with the General Data Protection Regulation (GDPR), it may be necessary for us to confirm that they are happy for the complaint to be raised on their behalf. Where we are required to access or share personal information about someone who is unable to consent to this directly, we may need to ask you for evidence of any formal consent to act on their behalf.

If you still aren’t happy with the response to your complaint, contact the Local Government and Social Care Ombudsman.

Tel: 0300 061 0614 • Web: www.lgo.org.uk
Write to: PO Box 4771, Coventry CV4 0EH

If you find the process difficult and do not have anyone to support you, please contact VoiceAbility on 01604 592702.

Advocacy

Within the county of Northamptonshire, VoiceAbility offer many different types of advocacy services. The Independent Mental Health Advocacy (IMHA) service is for people who need support with their rights under the Mental Health Act. Secondly, the Independent Mental Capacity Advocacy (IMCA)
service is for people who have been assessed as ‘lacking capacity’ to make specific decisions, primarily about serious medical treatment and long-term accommodation needs.

You may be eligible for Care Act Advocacy if you are:
- An adult who needs care and support.
- A carer.
- A child who is making the transition to adult care services.

VoiceAbility also provide Young People’s Health Advocacy for young people staying in The Sett or The Burrows mental health wards.

For further information, call 01604 592702 (Monday to Friday, 9.00am to 5.00pm), email tvn@voiceability.org or visit www.voiceability.org/Northamptonshire

NHS Complaints Advocacy
NHS Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services, and you want to complain. Where your healthcare is provided or commissioned by the NHS, you can make a complaint using the NHS complaints process.

An NHS complaint might be about something that happened during care or treatment provided by:
- a hospital;
- your General Practitioner (GP);
- a dentist;
- a pharmacist;
- an optician;
- an NHS-funded care home;
- special services;
- a paramedic or ambulance staff member;
- NHS community staff; or
- other NHS staff or clinicians.

NHS Complaints Advocacy is independent of the NHS, confidential and free.

Tel: 0300 330 5454
Textphone: 07960 022939
Email: nhscomplaints@voiceability.org
Web: www.nhscomplaintsadvocacy.org/services-in-your-area

Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

Tel: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Out of county care homes

You can choose a care home outside your home county, although there may be financial implications to consider.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the local authority. The fees that your local authority will pay may vary. The local authority will seek to meet the assessed needs of people who require funding support in the most cost-effective manner. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

If you're self-funded, you have freedom of choice to live wherever is suitable for you. If you move to live in another county and subsequently have eligible needs for residential care, then the county you move to would be responsible for your care fees.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 59), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function.

Visit www.carechoices.co.uk

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning and Lasting Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision' setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for
Safeguarding adults at risk

An adult at risk is someone over 18 years old who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Abuse is the violation of an individual’s human or civil rights by another person or people. It can take many forms, such as:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse and honour-based violence.

- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Abuse can happen anywhere and be committed by anyone, including relatives, friends, neighbours, paid care workers, volunteers, professional staff or strangers.
In Northamptonshire, the Safeguarding Adults Board brings together agencies whose responsibilities include safeguarding adults at risk of harm.

If you think you are being abused or want more information, contact our Customer Service Centre in confidence on **0300 126 1000**. Alternatively, you could report suspected abuse by using the online reporting form which can be found at [www.northamptonshiresab.org.uk](http://www.northamptonshiresab.org.uk).

If it is an emergency and you feel someone is in immediate danger, ring **999**. If you believe a crime has been committed and it is not an emergency, you should report it to the police on the non-emergency **101** number.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

**Tel:** **03000 616161**  
**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**If you suspect abuse in a care home or care home with nursing**  
If your concern is about someone who is in residential care, please refer them to our Customer Service Centre on **0300 126 1000**.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

**Citygate, Gallowgate,**  
**Newcastle upon Tyne NE1 4PA**  
**Tel:** **03000 616161**  
**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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**Northamptonshire Residents’ Panel**

The Northamptonshire Residents’ Panel is an opportunity for local people to give their views on local public services more regularly and directly – to have a greater say in influencing local decisions that matter.

The panel is used by:
- East Northamptonshire Council;  
- NHS Nene Clinical Commissioning Group;  
- Northampton Borough Council;  
- Northamptonshire County Council;  
- South Northamptonshire District Council; and  
- Borough Council of Wellingborough.

Panel members will be asked to complete surveys and give their views on specific topics relating to local public services throughout the year.

The panel is open to anyone who lives in the county and is aged over 16. If you would like to join the panel, email consult@northamptonshire.gov.uk with your name, email address to be used for panel correspondence and district or borough council area you live in.

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**Healthwatch Northamptonshire**

Healthwatch Northamptonshire is the independent people’s champion for everyone who uses health and social care services in the county. It gives patients, service users and local people an opportunity to influence and challenge decision makers about local health and social care services.

By listening to your experiences of publicly funded care, good or bad, Healthwatch Northamptonshire can help shape the services you receive. It has powerful, statutory rights to represent your views and they are used to influence the people who provide services and make decisions about them.
Healthwatch Northamptonshire is an independent organisation, run by Connected Together Community Interest Company (www.connectedtogether.co.uk).

Healthwatch Northamptonshire also provides information and signposting on any aspect of health and social care and attends events around the county so that members of the public can talk to Healthwatch and find out how to get involved.

Tel: 0300 002 0010 (Monday to Friday, 10.00am to 4.00pm).
Text: 07951 419331
Email: enquiries@healthwatchnorthamptonshire.co.uk
Web: www.healthwatchnorthamptonshire.co.uk

The Silver Line

This is a free, 24-hour dedicated helpline for older people across the UK.

The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk

The Northamptonshire Association of Registered Care Homes

The Northamptonshire Association of Registered Care Homes (NorArch) was formed in April 1983. At that time, the Association was organised as an informal get together and information sharing group. However, NorArch has now transformed itself into a professional body representing a significant number of the independent registered care homes in the county. NorArch’s membership includes residential and nursing care both for younger and older people and for people with learning difficulties, as well as specialist homes.

Membership is restricted to proprietors and managers of registered care homes in Northamptonshire. Members include smaller and larger single unit to multiple unit homes. The ownership includes private and the voluntary sectors.

The main principles and objects of the Association are:

• To provide a responsible body which will represent the interests and views of members to central Government, local Government and other bodies.

• To effect and maintain high standards in homes in Northamptonshire by the provision of a Code of Conduct for members which is an integral part of the criteria for membership.

• To promote the image of registered homes by the adoption of a professional approach to the operation of such homes.

• To liaise with other bodies with compatible aims for the mutual benefit of those bodies and the Association. NorArch arranges ‘Best Practice Events’ throughout the year in partnership with the NHS and Northamptonshire County Council.

• To provide a forum for the exchange of ideas and information and for the discussion of problems.

NorArch is the only Association that Northamptonshire County Council will negotiate with when annual fee increases are discussed.

The membership is keen to embrace innovative and new concepts in care for both the elderly and people with learning difficulties.

For further information about NorArch, please email admin@norarch.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Useful contacts

Age UK Northamptonshire
A local independent charity providing services and support throughout Northamptonshire. Some services are free, others have a charge.
Tel: 01604 611200
Email: access@ageuknorthants.org.uk
Web: www.ageuknorthants.org.uk

A&E Support Service – offers practical and emotional guidance to manage the wellbeing of people who require a trip to the A&E department.

Business Directory – an online service listing trusted and suitably-qualified traders and businesses throughout Northamptonshire.

Carers’ Service – offers support and advice to people who care for another person, who may be a relative, friend or neighbour.

Collaborative Care Team – open to older people registered with GP surgeries in the East Northamptonshire, Kettering and Wellingborough areas, this service helps people stay independent and safe at home for longer.

Extra Help at the End of Life – provides care to people in the last weeks of their life, enabling them to remain at home with their loved ones. Currently only available by referral from GP or hospital staff.

Handyperson Service – carries out jobs around the home for older people, to help them live independently for longer.

Home Care Cleaning Service – cleaning service for older people in Northamptonshire to help them live independently in their own home.

Hospital Discharge & Community Team – provides short-term support to older people living with long-term health conditions. This service is available throughout Northamptonshire for anyone who is registered with a GP surgery.

Information and Advice Service – trained advisers provide advice on care homes, check entitlement to benefits and give information about housing, clubs and much more.

KGH Support Service – designed to improve the overall patient experience of older people at Kettering General Hospital.

Money Management and Support Service – if you need help sorting out your financial position, and/or need help with cash collection and bill payments, this service may be able to help.

Social Clubs and Courses – Age UK Northamptonshire runs a range of social fitness and learning opportunities to help older people in Northamptonshire stay fit and active for longer and enjoy being a valued part of the community.

Telephone Befriending Service – a free service in which a DBS-checked volunteer will call for a chat with an older person that is at risk of feeling isolated and lonely.

Toenail Cutting Service – a regular toenail cutting service for anyone who is unable to manage their own nail care.

Wellbeing Centres: Day Care – eight centres offer older people a safe, stimulating environment where they can take part in activities and meet and make new friends, improving their quality of life.

Advice

Benefit Delivery Centre – Jobcentre Plus
Tel: 0800 055 6688
Web: www.gov.uk/contact-jobcentre-plus/new-benefit-claims

Benefits Service – Community Law Service (Northampton and County)
Tel: 01604 621038
Email: enquiries@communitylawservice.org.uk
Web: www.communitylawservice.org.uk
Citizens Advice
Provides legal and financial advice and support.

Central and East Northamptonshire
7/8 Mercers Row, Northampton NN1 2QL
Tel: 03444 889629 or 01604 235080
Web: www.cencab.org.uk

Corby and Kettering
Adviceline: 01536 111444
Tel: 01536 265501 (Corby).
Tel: 01536 482281 (Kettering).
Web: www.citizensadvice.org.uk/local/corby-kettering

Daventry and district
The Abbey, Market Square NN11 4XG
Tel: 03444 889629
Web: www.citizensadvisedaventryanddistrict.co.uk

North Oxon and South Northamptonshire
26 Cornhill, Banbury OX16 5NG
Tel: 0300 330 9037 • Web: www.canosn.org.uk

Disability Service Centre
Web: www.gov.uk/disability-benefits-helpline

Get on Board
Operates a number of Champions, all with learning disabilities, who interact with the local community and organisations to get people talking, raise awareness and deliver training to help ensure equal rights for people with learning disabilities.
Tel: 07793 407848
Email: info@getonboarduk.com
Web: www.getonboarduk.com

GOV.UK
Web: www.gov.uk

Information and Access Point
The Guildhall, St Giles Square,
Northampton NN1 1DE
Web: www.communitylawservice.org.uk/offices.html

Northampton
49-53 Hazelwood Road NN1 1LG (appointments only).
Tel: 01604 621038

Rushden
32 High Street NN10 0PW
Tel: 01933 313020

Wellingborough
123 Midland Road NN8 1LU
Tel: 01933 278248

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk

Office of the Public Guardian
Power of Attorney/supervision support.
Tel: 0300 456 0300
Web: www.gov.uk/power-of-attorney

One Stop Shop – Northampton Borough Council
The Guildhall, St Giles Square,
Northampton NN1 1DE
Tel: 0300 330 7000
Web: www.northampton.gov.uk

The Care Quality Commission
Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

The Department for Work and Pensions
Web: www.dwp.gov.uk

The Department of Health and Social Care
Tel: 0207 210 4850
Textphone: 0207 222 2262
Web: www.dh.gov.uk

The NHS website
The UK’s biggest health website, using thousands of clinically validated articles, video and tools to help people engage with their health, care and wellbeing.
Web: www.nhs.uk

The Pension Service
Tel: 0800 731 7898
Web: www.gov.uk/contact-pension-service
Advocacy

**VoiceAbility**
Tel: 01604 592702 • Email: tvn@voiceability.org
Web: www.voiceability.org/services/northamptonshire

**Northamptonshire County Council**

**Complaints and Compliments Team**
One Angel Square, 4 Angel Street, Northampton NN1 1ED • Tel: 01604 363436
Email: complaints@northamptonshire.gov.uk or compliments@northamptonshire.gov.uk
Web: www.northamptonshire.gov.uk

**Customer Service Centre**
One Angel Square, 4 Angel Street, Northampton NN1 1ED • Tel: 0300 126 1000
Email: complaints@northamptonshire.gov.uk or compliments@northamptonshire.gov.uk
Web: www.northamptonshire.gov.uk

**Support for carers**

**Carers Trust East Midlands**
19 Pelham Road, Sherwood, Nottingham NG5 1AP
Tel: 01455 560046
Email: hello@carerstrustem.org
Web: www.carerstrustem.org

**Carers UK**
20 Great Dover Street, London SE1 4LX
Tel: 0808 808 7777
Web: www.carersuk.org

**Voluntary/third sector organisations**

**Northamptonshire Association for the Blind (NAB)**
37 Harborough Road, Northampton NN2 7BB
Tel: 01604 719193 • Email: helpline@nab.org.uk
Web: www.nab.org.uk

**Royal British Legion (RBL)**
Provides lifelong support for the Armed Forces community – serving men and women, veterans, and their families.
Tel: 0808 802 8080
Web: www.britishlegion.org.uk

**Handy Vans**
Provide home repairs and maintenance to serving and ex-Service Armed Forces personnel.
Email: info@britishlegion.org.uk

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Tell us what you think

 довольно что вы нашли полезным?
 довольны, что мы можем сделать лучше?

Share your feedback – take our five minute survey
www.carechoices.co.uk/reader-survey

Search for care at www.carechoices.co.uk to find support in your area

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my family our needs

The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk • @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

Join the family
Avery Park

C A R E  C O M M U N I T Y

Avery Park is a new three-building care and retirement village bringing a refreshing new option to Kettering offering independent and assisted living, along with residential and memory care, and convalescence and respite care.

- No deposit or joining fee
- En-suite bedrooms
- Daily activities
- Trips out in a private minibus
- Quality dining
- All-day café and quiet cozy lounges
- Comprehensive Well-being Programme
- Hair salon, therapy room and spa
- Cinema
- Landscaped gardens
- Parking for 50 cars

Call 01536 629670 or Search ‘Avery Kettering’ online or on

Call 01536 629670 or Search ‘Avery Kettering’ online or on
Corby care homes

Laxton Hall
Laxton, Corby NN17 3AU
Tel: 01780 444292

Manor Field
Bridge Street, Weldon, Corby NN17 3HR
Tel: 01536 262805

Manor House Dementia Residential Home
58-60 Main Street, Middleton,
Market Harborough LE16 8YU
Tel: 01536 771722

Sandalwood Court
Butland Road, Oakley Vale, Corby NN18 8QA
Tel: 01536 424040

Thackley Green
Specialist Care Centre
Off Lewin Road, Great Oakley,
Corby NN18 8JS
Tel: 01536 462720

Welland House
– Occupation Road
1 George Hattersley Court, Occupation Road,
Corby NN17 1EA
Tel: 01536 403817

Willow Brook House
South Road, Corby NN17 1XD
Tel: 01536 260940

Corby care homes with nursing

Glenmoor House Care Home
25 Rockingham Road, Corby NN17 1AD
Tel: 01536 629730

Seagrave House Care Home
Occupation Road, Corby NN17 1EH
Tel: 01536 629198

Shirelodge Nursing Home
281 Rockingham Road, Corby NN17 2AE
Tel: 01832 273256

Thackley Green Specialist Care Centre
Off Lewin Road, Great Oakley, Corby NN18 8JS
Tel: 01536 462720

Daventry care homes

Ashdown House
13–15 Ashworth Street, Daventry NN11 4AR
Tel: 01327 879276

Bell Lodge
25 Bell Lane, Byfield, Daventry NN11 6US
Tel: 01327 262483

Boniface House
Spratton Road, Brixworth, Northampton NN6 9DS
Tel: 01604 883800

Brookside
Green Lane, Braybrooke, Market Harborough LE16 8LQ
Tel: 01858 465899

Evelyn Wright House
32 Badby Road, Daventry NN11 4AP
Tel: 01604 367775

Kilsby House Residential Home
Rugby Road, Kilsby, Rugby CV23 8XX
Tel: 01788 822276

Longlands Care Home
London Road, Daventry NN11 4DY
Tel: 01327 316820

Orchard, The
Malabar Fields, Daventry NN11 4DP
Tel: 01327 878802

Visit www.carechoices.co.uk for further assistance with your search for care
Solden Hill House

We have an enviable location within beautiful grounds. This, combined with our unique support team, allows us to offer a plethora of life skills and activities which are tailored to each individual resident. These include:

- Makaton & Communication Skills
- Craft Workshop
- Cookery & Kitchen Skills
- Theatre & Drama
- Furniture Restoration
- Gardening & Horticulture
- Music Therapy
- Pottery
- Swimming & Gymnasium
- Activity & Cinema Screen
- Work Based Skills
- Sensory Areas
- Aromatherapy
- Animal Therapy
- Interactions
- Seaside, Country & Entertainment Breaks

- Residential Based Living
- Choice Living with continuous support & Development
- Supported Living & Step Down with Moving On Skills
- Living & Learning Programmes
- Inspired by the principles of Austrian philosopher, Rudolf Steiner

01327 260234
Banbury Road, Byfield, Northampton, NN11 6UA
Registered Charity No. 228037
info@soldenhillhouse.co.uk

Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

Brighthelm Care

We are a group of six small to medium care homes; small enough to retain a friendly and family feel. We mostly cater for elderly residents with nursing needs in Beaumont Nursing Home.

Beaumont Nursing Home
8 Gipsy Lane, Kettering NN16 8TY
Tel: 01536 416817

Our Services
- 24 hour nursing care
- Most rooms en-suite facilities
- Attractive gardens
- Activity co-ordinator
- Activities and entertainment
- Home cooked varied meals
- Visiting hairdresser, dentist, chiropodist and optician
- Palliative Care
- Respite Care
- Convalescent Care
- Own GP if required
- Own Furniture if required
- Pets by arrangement
- Near Public Transport

We're proud of the care we offer

Please visit our website for more information: www.brighthelmcare.co.uk
Daventry care homes continued

Oxendon House Care Home
33 Main Street, Great Oxendon,
Market Harborough LE16 8NE
Tel: 01858 464151

Solden Hill House
Banbury Road, Byfield,
Daventry NN11 6UA
Tel: 01327 260234

Daventry care homes with nursing

Badby Park
Badby Road West, Badby,
Daventry NN11 4NH
Tel: 01327 301041

Brownlands Nursing Home
34 London Road, Daventry NN11 4BZ
Tel: 01327 876985

Longlands Care Home
London Road, Daventry NN11 4DY
Tel: 01327 316820

Pytchley Court Nursing Home
5a Northampton Road, Brixworth NN6 9DX
Tel: 01604 882979

Sibbertoft Manor Nursing Home
Church Street, Sibbertoft,
Market Harborough LE16 9UA
Tel: 01858 881304

Wheatsheaf Court Care Home
44 Sheaf Street,
Daventry NN11 4AB
Tel: 01327 705611

Willows Nursing and Residential Home, The
105-107 Coventry Road, Market Harborough,
Leicestershire LE16 9BX
Tel: 01858 463177 Advert below

Willows Nursing and Residential Home
FOR PROFESSIONAL ADVICE CONTACT US TODAY
01858 463177 • admin@willowsnursinghome.co.uk
www.willowsnursinghome.co.uk
105 - 107 Coventry Road, Market Harborough LE16 9BX

We pride ourselves on being a well established, family run home offering personalised nursing and residential support.

Our professional, dedicated team offers 24 hour care for a variety of needs and disabilities including Palliative care, Physical conditions and Dementia. We are proud to also provide care for the terminally ill.

We offer modern facilities, home cooked meals and qualified professional care at all times.

Visit www.carechoices.co.uk for further assistance with your search for care
East Northamptonshire care homes

Abbott House – Oundle
Glapthorn Road, Oundle PE8 4JA
Tel: 01832 277650

Ashfield House – Raunds
Ashfield Avenue, Raunds, Wellingborough NN9 6DX
Tel: 01933 627280

Beeches Care Home
12 Higham Road, Rushden NN10 6DZ
Tel: 01933 318498

Clanfield Residential Care Home
3 Toll Bar Road, Islip, Kettering NN14 3LH
Tel: 01832 732398

Darsdale Home
Chelveston Road, Raunds, Wellingborough NN9 6DA
Tel: 01933 622457

Freestones Residential Care Home
85 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650430

Highmead House
153 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650244

K Lodge
50 North End, Higham Ferrers, Rushden NN10 8JB
Tel: 01933 315321

Kingswood House
Hollington Road, Raunds, Wellingborough NN9 6NH
Tel: 01933 624298

Redcliffe Residential Care Home
1 Pightles Terrace, Rushden NN10 0LN
Tel: 01933 314645

Rose Cottage Woodford
99a High Street, Woodford, Kettering NN14 4HE
Tel: 01832 735417

Rushwell House
116 Wellingborough Road, Rushden NN10 9TD
Tel: 01933 830490

Shrubbery, The
66 College Street, Higham Ferrers, Rushden NN10 8DZ
Tel: 01933 317380

Spinneyfields Specialist Care Centre
HE Bates Way, Rushden NN10 9YP
Tel: 01933 352840

Sunrise Care Home
10 Amen Place, Little Addington, Kettering NN14 4AU
Tel: 01933 650794

Together Nest Lane
1 Nest Lane, Wellingborough, Northampton NN8 4AU
Tel: 01933 272194

Wildacre
Raunds Road, Chelveston NN9 6AB
Tel: 01933 625780

East Northamptonshire care homes with nursing

Acacia Lodge Care Home
15 Wellingborough Road, Irthlingborough, Wellingborough NN9 5RE
Tel: 01933 651660

Avenue House Nursing and Care Home
173-175 Avenue Road, Rushden NN10 0SN
Tel: 01933 358455

Brockfield House
Villa Lane, Stanwick, Wellingborough NN9 6QQ
Tel: 01933 625555

Higham House Nursing Home
87 Higham Road, Rushden NN10 6DG
Tel: 01933 314253

Polebrook Nursing Home
Morgans Close, Polebrook, Peterborough PE8 5LU
Tel: 01832 273256

Raunds Lodge Nursing Home
63 Marshalls Road, Raunds, Wellingborough NN9 6EY
Tel: 01933 625404

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

Search for care at www.carechoices.co.uk to find support in your area
## East Northamptonshire care homes with nursing continued

<table>
<thead>
<tr>
<th>Rushden Park</th>
<th>Spinneyfields Specialist Care Centre</th>
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<tr>
<td>Melloway Road, Rushden NN10 6XZ</td>
<td>HE Bates Way, Rushden NN10 9YP</td>
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<tr>
<td>Tel: 01933 418777</td>
<td>Tel: 01933 352840</td>
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<td><strong>Advert page 82</strong></td>
<td><strong>OP D PD</strong></td>
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### Kettering care homes

<table>
<thead>
<tr>
<th>Ashley Court Care Home</th>
<th>Rookery Cottage</th>
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<tr>
<td>Reservoir Road, Kettering NN16 9QT</td>
<td>5 Church Way, Thorpe Malsor,</td>
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<tr>
<td>Tel: 01536 482777</td>
<td>Kettering NN14 1JS</td>
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<td><strong>OP D PD SI</strong></td>
<td>Tel: 01536 482776</td>
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<table>
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<th>Beech Close</th>
<th>St Anns Care Home</th>
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<tr>
<td>Lower Street, Desborough, Kettering NN14 2XQ</td>
<td>12 The Crescent, Kettering NN15 7HW</td>
</tr>
<tr>
<td>Tel: 01536 762762</td>
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<td>17 Burghley Street, Kettering NN16 9LQ</td>
<td>Malham Drive, Kettering NN16 9FS</td>
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<tr>
<td>Tel: 07786 065258</td>
<td>Tel: 01536 526380</td>
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<td>119 Station Road, Burton Latimer, Kettering NN15 5PA</td>
<td>1 Chataway Drive, Kettering NN15 7FF</td>
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<tr>
<td>Tel: 01536 350060</td>
<td>Tel: 01536 480555 <strong>Advert page 74</strong></td>
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<th>Elm Bank Care Home</th>
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<td>81-83 Northampton Road, Kettering NN15 7JZ</td>
<td>179-183 Rockingham Road, Kettering NN16 9JA</td>
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<tr>
<td>Tel: 01536 439 257 <strong>Advert page 43</strong></td>
<td>Tel: 01536 519111</td>
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<td>73 Kettering Road, Burton Latimer, Kettering NN15 5LP</td>
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<td>Tel: 01536 762919</td>
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<tr>
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<tr>
<td>Tel: 07471 034165</td>
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<tr>
<td>Tel: 01536 481708</td>
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<td>Tel: 01536 514604</td>
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**Service** | **User Bands**
---|---
**OP** | **MH**
**Older people (65+)** | **Mental health**
**D** | **SI**
**Dementia** | **Sensory impairment**
**PD** | **YA**
**Physical disability** | **Younger adults**
**LDA** | **AD**
**Learning disability, autism** | **People who misuse alcohol or drugs**

---

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Exceptional Care in Outstanding Surroundings

My mother was one of the first residents to move into Westhill Park. From the start, we were all made to feel welcome and nothing was too much trouble and they have enabled and encouraged her to take up hobbies she has been unable to do recently. Thank You all. Avis S - Daughter

Our simple, All-Inclusive Guarantee means everything is included and you will not be charged for any extras.

We are proud to pay our staff higher than average salaries and provide more staff for each resident than most care homes.

All-Inclusive Guarantee

- 24 hour care
- Newspapers
- Private dining
- Chauffeur driven car
- Cinema
- Chiropodist
- Dry cleaning
- Home outings
- Hair and beauty
- Assisted medical visits
- Activities, 7 days a week
- All meals, snacks & drinks

Respite stays available

01536 480 555

www.oakdalecaregroup.com
westhill@oakdalecaregroup.com
1 Chataway Drive | Westhill | Kettering | NN15 7FF
Kettering care homes with nursing

Beaumont Nursing Home
8 Gipsy Lane, Kettering NN16 8TY
Tel: 01536 416817 Advert page 70 OP

Cheaney Court Care Home
2 Harrington Road, Desborough, Kettering NN14 2NH
Tel: 01536 761116 OP D

Claremont Parkway
Holdenby, Kettering NN15 6XE
Tel: 01536 439 251 Advert page 43 OP

Country View Nursing Home
Pipe Lane, Warkton Village, Kettering NN16 9XQ
Tel: 01536 484692 Advert below OP PD

Elegance of Kettering
68 Rockingham Road, Kettering NN16 8JU
Tel: 07865 971648 OP D PD

Five Gables Nursing Home
32 Denford Road, Ringstead, Kettering NN14 4DF
Tel: 01933 460414 OP D

Old Vicarage, The
Weekley Village, Kettering NN16 9UP
Tel: 01536 484378 Advert page 76 OP

Temple Court Care Home
Albert Street, Kettering NN16 0EB
Tel: 0208 422 7365 OP D PD YA

Northampton care homes

Abington Park View
475-477 Wellingborough Road, Northampton NN3 3HN
Tel: 01604 719888 OP D PD SI

Berkeley, The
1-2 Elysium Terrace, Kingsthorpe Road, Northampton NN2 6EN
Tel: 01604 215058 OP LDA MH SI YA

Bethany Homestead
Kingsley Road, Northampton NN2 7BP
Tel: 01604 713171 OP D PD SI YA

Boughton Lodge
Care Home
105 Boughton Green Road, Kingsthorpe, Northampton NN2 7SU
Tel: 01604 720323 Advert below OP D

Burlington Court
Roseholme Road, Northampton NN1 4RS
Tel: 01604 887660 OP D YA

Christchurch Court – 2 Christchurch Road
Abington, Northampton NN1 5LL
Tel: 0844 264 0533 OP PD MH SI YA

Christchurch Court – 4 Christchurch Road
Abington, Northampton NN1 5LL
Tel: 0844 264 0533 OP PD MH SI YA

Collingtree Park
110 Windingbrook Lane, Northampton NN4 0XN
Tel: 01604 651 013 Advert page 43 OP D

Crescent House
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Tel: 01604 791141 Advert page 79 OP D PD SI

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- Regular Outings, Activity programmes & entertainment
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Comfort and Care for all
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Tel: 01536 484692 Email: admin@countryviewwarkton.co.uk
Web: www.countryviewwarkton.co.uk
M.J Webb RGN. Warkton, Kettering, Northamptonshire NN16 9XQ

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A Care Home of Distinction with Nursing

The Old Vicarage is located in the renowned conservation village of Weekley and has operated as a care home for the elderly since 1984.

Although based on a character Country House designed and built in 1873, the home benefits from extensive internal upgrading, and the addition of a purpose built nursing wing offering the best in care and medical facilities.

The house enjoys an impressive south-facing position with large gardens that have been nationally featured.

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We are able to accommodate all clients including couples, short stay, long stay and respite.

Please feel free to contact us to arrange a visit or to discuss how we can help:

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Residential & Nursing Home,
Weekley,
Kettering,
Northants NN16 9UP

t: 01536 484378
www.theoldvic.co.uk

• High Quality Care • Seven Day Activities plus Outings • Free Bar Drinks • WiFi • Beautiful, Landscaped Gardens • Freshly Prepared, Locally Sourced Food

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Farthings
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Tel: 01604 643726

Ferns, The
43 Marshalls Road, Raunds,
Wellingborough NN9 6ET
Tel: 01933 624406

Glenside Residential Care Home
179-181 Weedon Road,
Northampton NN5 5DA
Tel: 01604 753104

Leys, The
63 Booth Rise, Boothville,
Northampton NN3 6HP
Tel: 01604 642030

Margaret’s Rest Home
30-32 Kingsley Road, Northampton NN2 7BL
Tel: 01604 710544

Merrifield House
Residential Care Home
90 High Street, Wootton, Northampton NN4 6JR
Tel: 01604 705654 Advert page 82

Nazareth House – Northampton
118 Harlestone Road, Northampton NN5 6AD
Tel: 01604 751385

Nicholas Rothwell House
290 Harborough Road, Kingsthorpe,
Northampton NN2 8LR
Tel: 01604 841882 Advert page 79

OakLodge Care Home
2 Peveril Road, Duston, Northampton NN5 6JW
Tel: 01604 752525

Obelisk House
Obelisk Rise, Kingsthorpe, Northampton NN2 8SA
Tel: 01604 850910

Orchard Hill
100 Orchard Hill, Little Billing,
Northampton NN3 9AG
Tel: 01604 403602

Merrifield House
Residential Care Home
90 High Street, Wootton, Northampton NN4 6JR
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Tel: 01604 403602

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Northampton NN5 5DA
Tel: 01604 753104 Advert page 53 & below

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Northampton NN3 6HP
Tel: 01604 642030

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Tel: 01604 710544

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Northampton NN2 8LR
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Tel: 01604 752525

Obelisk House
Obelisk Rise, Kingsthorpe, Northampton NN2 8SA
Tel: 01604 850910

Orchard Hill
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Northampton NN3 9AG
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- Person Centred Dementia & Mental Health Care for age 40 and over
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Service
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Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs
The variety of activities was one of the many things that attracted us... The level of cleanliness is superb, the food is outstanding. We visited a number of homes... and we are constantly reassured that we made the right choice.

Catherine T (Daughter in law of resident)

Our simple, All-Inclusive Guarantee means everything is included and you will not be charged for any extras.

We are proud to pay our staff higher than average salaries and provide more staff for each resident than most care homes.

All-Inclusive Guarantee

- 24 hour care
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- Private dining
- Chauffeur driven car
- Cinema
- Chiropodist
- Dry cleaning
- Home outings
- Hair and beauty
- Assisted medical visits
- Activities, 7 days a week
- All meals, snacks & drinks

Respite stays available
01604 594 310

www.oakdalecaregroup.com
timken@oakdalecaregroup.com
Timken Way South | Duston | NN5 6FR
Orchard View
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Tel: 01604 416309

Pinetrees
The Avenue, Dallington, Northampton NN5 7AJ
Tel: 01604 589233

Primrose House
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Tel: 01604 626272

Rathgar Care Home
349 Kettering Road, Northampton NN3 6QT
Tel: 01604 499003

Richardson Mews, The
Kingsland Gardens, Kingsthorpe, Northampton NN2 7PW
Tel: 01604 791266

Ryecroft Apartments
114 St Georges Avenue, Northampton NN2 6JF
Tel: 01604 626272

Southfields House
Farmhill Road, Northampton NN3 5DS
Tel: 01604 499381

St Christopher’s Care Home
Abington Park Crescent, Northampton NN3 3AD
Tel: 01604 637125

St Georges
100 St Georges Avenue, Northampton NN2 6JF
Tel: 01604 713269

St John’s Residential Care Home
Wellingborough Road, Weston Favell, Northampton NN3 3JF
Tel: 01604 401243 Advert page 85

St Michaels House
1-3 St Michaels Avenue, Northampton NN1 4JQ
Tel: 01604 250046

Southfields House
Farmhill Road, Northampton NN3 5DS
Tel: 01604 499381

St Christopher’s Care Home
Abington Park Crescent, Northampton NN3 3AD
Tel: 01604 637125

St Georges
100 St Georges Avenue, Northampton NN2 6JF
Tel: 01604 713269

St John’s Residential Care Home
Wellingborough Road, Weston Favell, Northampton NN3 3JF
Tel: 01604 401243 Advert page 85

St Michaels House
1-3 St Michaels Avenue, Northampton NN1 4JQ
Tel: 01604 250046

Nicholas Rothwell House is equipped to the highest standards, with tastefully decorated rooms all of which have en-suite facilities. Our friendly, qualified staff provides 24 hour care, as well as Short (respite) and Long stay care. All meals are freshly prepared on the premises from locally sourced produce.

Other services available include Hairdressing, Chiropody, Optician, Aromatherapy, Activity programme & Outings.

Crescent House
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Luxury Care Home in the heart of Abington, Northampton offering Residential, Respite and Dementia Care

- 24 Hour care
- Compassionate, fully trained staff
- Assisted medical visits
- Activities 7 days a week
- Beautiful surroundings
- Chiropody visits
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- All rooms with en-suites
- TVs & phones in all rooms
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Please call 01604 791 141 or visit www.crescenthouse.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Let us welcome you to Richmond Northampton with a care home at the heart of its fabulous community. Our care home is a warm, comfortable and friendly place where we support residents with nursing, residential and dementia care. We have state-of-the-art facilities including 30 private en-suite bedrooms, beautifully appointed lounges, restaurant serving nutritious meals, plus a hair and beauty salon. At Richmond Northampton you will find a true sense of community with a wealth of activities and events on your door step.

EN-SUITE BEDROOMS
RESTAURANT
HAIR & BEAUTY SALON
ACTIVITIES & EVENTS
LANDSCAPED GARDENS
RESpite BREAKS AVAILABLE

NURSING, RESIDENTIAL & DEMENTIA CARE

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E: northampton@richmond-villages.com | richmond-villages.com/northampton
Richmond Northampton, Bridge Meadow Way, Grange Park, Northampton NN4 5EB
### Northampton care homes with nursing

<table>
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<th>Care Home Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>User Bands</th>
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<tr>
<td>Angela Grace Care Centre, The</td>
<td>4-5 Cheyne Walk, Northampton NN1 5PT</td>
<td>01604 633282</td>
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<tr>
<td>Argyle House</td>
<td>The Avenue, Dallington, Northampton NN5 7AJ</td>
<td>01604 589089</td>
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<td>Northampton Lane North, Northampton NN3 7RQ</td>
<td>01604 553840</td>
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<tr>
<td>Brampton View Care Home</td>
<td>Brampton Lane, Chapel Brampton, Northampton NN6 8GH</td>
<td>01604 321 506</td>
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<td>Christchurch Court – 2 Christchurch Road</td>
<td>Abington, Northampton NN1 5LL</td>
<td>0844 264 0533</td>
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<tr>
<td>Christchurch Court – 4 Christchurch Road</td>
<td>Abington, Northampton NN1 5LL</td>
<td>0844 264 0533</td>
<td>OP PD MH SI YA</td>
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<tr>
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<tr>
<td>Cotswolds, The</td>
<td>178 Cotswold Avenue, Duston, Northampton NN5 6DS</td>
<td>01604 864466</td>
<td>OP PD SI YA</td>
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<tr>
<td>Cunningham House</td>
<td>Hilltop House, Ashton Road, Hartwell, Northampton NN7 2EY</td>
<td>01604 864466</td>
<td>OP PD SI YA</td>
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<tr>
<td>Hastings Lodge &amp; Hastings Cottage</td>
<td>20-22 Althorp Road &amp; 6 Althorp Road, St James, Northampton NN5 5EF</td>
<td>01604 750329</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Kingsthorpe Grange</td>
<td>296 Harborough Road, Kingsthorpe, Northampton NN2 8LT</td>
<td>01604 821000</td>
<td>OP D MH YA</td>
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<tr>
<td>Oakleaf Care Group Ltd, The (Hartwell)</td>
<td>Hilltop House, Ashton Road, Hartwell, Northampton NN7 2EY</td>
<td>01604 864466</td>
<td>OP PD SI YA</td>
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<tr>
<td>Oakwood Nursing Home</td>
<td>8 The Drive, Kingsley, Northampton NN1 4SA</td>
<td>01604 713098</td>
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<tr>
<td>Orchard House</td>
<td>Ashton Road, Hartwell, Northampton NN7 2EY</td>
<td>01604 864466</td>
<td>OP D PD MH YA</td>
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<tr>
<td>Phoenix House</td>
<td>218-220 Kettering Road, Northampton NN1 4BN</td>
<td>01604 626272</td>
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</tbody>
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*Services and User Bands:
- **OP**: Older people (65+)
- **D**: Dementia
- **PD**: Physical disability
- **LDA**: Learning disability, autism
- **MH**: Mental health
- **SI**: Sensory impairment
- **YA**: Younger adults
- **AD**: People who misuse alcohol or drugs

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Residential and nursing care
At MHA, we have over 75 years’ experience providing quality care and supporting families. As a charity, we’re always reinvesting in our homes to enable people to live later life well.

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• Spacious grounds and building

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• Mental Health
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Email: merrifieldhouse@aol.com
90 High Street, Wootton, Northampton, NN4 6JR

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WENDLEBERRIE HOUSE
Residential & Dementia Care
Wendleberrie House is a family run home with over 25 years experience caring for individuals in a small, homely environment with a person centred approach to care.

Come visit us or for further information please don’t hesitate to contact us.

T: 01933 442160
W: www.wendleberriehouse.co.uk

3 The Avenue, Wellingborough, Northamptonshire NN8 4ET

Also find us on:
Northampton care homes with nursing

Richmond Village Northampton
Bridge Meadow Way, Grange Park,
Northampton NN4 5EB
Tel: 01604 806814 Advert page 80 OP D PD YA

Spencer House Care Home
Cliftonville Road,
Northampton NN1 5BU Advert page 44 OP D PD MH SI YA

St Matthews Ltd – The Avenue
2 The Avenue, Spinney Hill,
Northampton NN3 6BA Tel: 01604 644455 OP D MH YA

St Matthews Unit
29-31 St Matthews Parade, Kingsley,
Northampton NN2 7HF Tel: 01604 711222

Symphony House Nursing Home
43-45 Queens Park Parade,
Northampton NN2 6LP Tel: 01604 722772 OP PD

Turn Furlong Specialist Care Centre
Off Rookery Lane, Kingsthorpe,
Northampton NN2 8BZ Tel: 01604 850800

South Northamptonshire care homes

Brackley Fields Country House Retirement Home
Halse Road, Brackley NN13 6EA
Tel: 01280 704575 OP D

Cheney House
Rectory Lane, Middle Cheney,
Banbury OX17 2NZ
Tel: 01295 710494 OP D PD SI

Clare House Residential Home
12 Whittlebury Road, Silverstone,
Towcester NN12 8UD
Tel: 01327 857202 OP D PD SI

Holly House Residential Home
36 Green Street, Milton Malsor,
Northampton NN7 3AT
Tel: 01604 859188 OP D

Lakes, The
Duncote, Towcester NN12 8QA
Tel: 01327 352277 OP D YA

Livability Hanover Drive
50 Hanover Drive,
Brackley NN13 6JZ
Tel: 01280 840598 OP D PD LDA SI YA

Oakfield at Yardley Hastings
Castle Ashby Road, Yardley Hastings,
Northampton NN7 1EL
Tel: 01933 664222 OP D LDA MH YA

Ridgway House
1 Swinneyford Road,
Towcester NN12 6HD
Tel: 01604 361002 D PD MH SI

South Northamptonshire care homes with nursing

Chacombe Park
Banbury Road, Chacombe,
Banbury OX17 2JL
Tel: 01295 712001 OP D PD YA

Duncote Hall Nursing Home
Duncote, Towcester NN12 8AQ
Tel: 01327 352277 OP D

Juniper House
Candleford Close, Brackley NN13 6jZ
Tel: 01280 428 078 Advert page 43 OP D PD YA

Westgate House
Eastcote Road, Gayton, Northampton NN7 3HQ
Tel: 01604 859355 Advert page 82 OP D MH YA

Service OP Older people (65+)
User Bands MH Mental health
D Dementia PD Physical disability
SI Sensory impairment LDA Learning disability, autism
YA Younger adults AD People who misuse alcohol or drugs

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The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them. At Brook House Care Home, we pay attention to the details that make everyday life as comfortable, stimulating and enjoyable as possible.

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1 Dybdale Crescent, Wellingborough NN8 5EX
Tel: 01604 811838  OP LDA YA

Bilton Court
Windermere Drive, Queensway, Wellingborough NN8 3FR
Tel: 01933 401613  OP D

Dukes Court Care Home  Advert page 44
159 Northampton Road, Wellingborough NN8 3PN
Tel: 01933 589043  OP D PD MH SI YA

Grangefield Residential Care Home
60 Northampton Road, Earls Barton, Northampton NN6 0HE
Tel: 01604 812580  OP

Heathcotes (Ashbrook House)
3 Poplar Street, Wellingborough NN8 4PL
Tel: 01933 275087  OP LDA YA

Heathcotes (Park View)
10 Westfield Road, Wellingborough NN8 3JT
Tel: 01933 223041  OP LDA

Lancum House
Bush Close, Hardwick Road, Wellingborough NN8 3GL
Tel: 01933 445770  OP D

Linden Manor
159 Midland Road, Wellingborough NN8 1NF
Tel: 01933 270266  OP D PD SI

Oakfield (Easton Maudit) Ltd
Easton Maudit, Wellingborough NN29 7NR
Tel: 01933 664222  D PD LDA MH SI

Park House Care Home
50 Park Road, Wellingborough NN8 4QE
Tel: 01933 443883  OP D PD YA

Tasker House
160 Westfield Road, Wellingborough NN8 3HX
Tel: 01933 276447  OP D

Victoria House
77 Victoria Road, Rushden NN10 0AS
Tel: 01933 354780  OP D MH

Wendleberrie House
3 The Avenue, Wellingborough NN8 4ET
Tel: 01933 442160  Advert page 82  OP D PD MH

Westlands Care Home
48 Oxford Street, Wellingborough NN8 4JH
Tel: 01933 274430  OP D PD MH SI YA

Wellingborough care homes with nursing

Cottage Nursing Home Ltd, The
80 High Street, Irchester, Wellingborough NN29 7AB  Advert outside back cover
Tel: 01933 355111  OP D PD LDA SI YA

Kenroyal Nursing Home
6 Oxford Street, Wellingborough NN8 4JD
Tel: 01933 277921  OP D PD

Midland Care Home
125-129 Midland Road, Wellingborough NN8 1NB
Tel: 01933 445200  D PD MH SI

Park House Care Home
50 Park Road, Wellingborough NN8 4QE
Tel: 01933 443883  OP D PD YA

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All Aspects Care Ltd  
Alpha Health & Social Care Services  
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Gabriel Court is one of the longest established care homes in Kettering providing the highest quality of care where excellence comes as standard. Gabriel Court is a modern up to date home that has retained many of its original features including high ceilings, original cornices and large spacious rooms. A home that is tastefully decorated and provides a warm “home from home” feeling.

The Home is set within grounds of approximately one acre, with secure on site private parking, beautiful landscaped walled gardens with mature trees, shrubs, patio and timber decking area offering absolute privacy for our residents, their families, friends and visitors.

Gabriel Court is situated on a mature tree-lined avenue close to Kettering town centre. It is within easy walking distance of many amenities including leisure facilities, local convenience stores, a barber shop, bakery, family butchers, post office, fish and chip shop, local church, G.P surgery, pharmacy and osteopaths.

The Home’s registered manager has been at Gabriel Court for over 18 years and leads a team of highly trained professional, dedicated and caring staff.

The home has a reputation for its high standards of care, we offer:

- 24 hour person centred care for older people with or without dementia
- Permanent, long stay, respite, and day care
- Convalescent and palliative care
- Single en-suite rooms with TV and telephone point
- Nurse call system in all bedrooms, including communal lounges, toilets and bathrooms
- Excellent home cooked appetizing meals, catering for special dietary needs with fresh fruits provided daily
- 5 star food hygiene rating awarded by Kettering Borough Council
- 2 on site laundries with same day service including ironing
- Passenger lifts for our residents and visitors
- Activity coordinators providing a range of indoor and outdoor activities including regular outings and trips for our residents
- Fitness instructor providing a variety of exercises with musical therapy
- On site chiropody and ophthalmic services
- On site hair dressing salon
- The home is registered with the Northamptonshire County Council and the Care Quality Commission No: 63955. The home was inspected in August 2017 and was rated Good in all areas inspected
Established over 30 years ago, The Cottage is based in the beautiful picturesque grounds of Irchester in Wellingborough. The area benefits from a range of amenities including a health centre, a chemist, a school, a library, churches, shops, public houses and a country park.

We provide premium residential and nursing care for the elderly, to enable them to continue living an active and independent life, in warm, safe and comfortable surroundings.

We deliver a comprehensive range of care under one roof, including palliative, respite, and convalescent care, as well as offering many types of specialist care including Alzheimer and Dementia. We recognise each individual is unique. Our compassionate and experienced carers aim to offer the highest standard of residential care for the elderly to deliver only the best for your loved ones.

No wonder The Cottage is in the ‘Top 3 Most Recommended’ Care Homes in Wellingborough! Call us now to arrange a visit.

01933 355 111
The Cottage Nursing Home
80 High Street, Irchester, Northampton NN29 7AB

The Cottage
Care with dignity
W: www.wellbeingcare.co.uk
E: cottage@wellbeingcare.co.uk